

Goldsmith City Council Snow Response Testimony  
10 January 2011, 11:00am

PART I

I'm Stephen Goldsmith, New York City Deputy Mayor for Operations.

I would like to begin by thanking the members of the Committees on Sanitation and Solid Waste Management; Fire and Criminal Justice Services; Oversight and Investigations; and Public Safety. In particular, I'd like to thank Chairpersons James, Crowley, Williams and Vallone for your time today.

I am grateful for the opportunity to address the City's response to the December 26 blizzard. Today's hearing will help ensure the City learns the right lessons from this painful experience.

As you know, two weeks ago the City faced the sixth largest snow fall in its history. On the day after Christmas, while many New Yorkers were enjoying time off from work and the chance to travel and visit with friends and family, snow fell at a rate of 2" per hour or more until between 20 and 30 inches blanketed each of the five boroughs. Mass transit was crippled; too many neighborhood streets went unplowed for days; and buses and ambulances were unable to traverse snowy streets.

As the mayor has said many times, the City's response to the snowstorm was unacceptable. We didn't do the job that New York City residents and taxpayers deserve, or the job they have come to expect from this administration. We were too slow to respond and too slow to finish clearing our streets. I understand the frustration that New Yorkers experienced, and the news of the tragedies that occurred during the storm affected me, as I know they did all of you.

Mayor Bloomberg and I are fully committed to understanding exactly what went wrong and the changes that must be made going forward – and you have already seen some of those changes implemented. The Bloomberg Administration is built on accountability, and as the Deputy Mayor for Operations, I take this responsibility very seriously.

My job as Deputy Mayor for Operations is to ensure that the agencies implement the Mayor's priorities and operate efficiently and effectively. I have learned throughout my career in government—including as a mayor—that the critical first step in that process is choosing excellent agency commissioners and then empowering them to run their departments without being micromanaged. Mayor Bloomberg has attracted extraordinary public servants as commissioners, and they have proven their abilities time and again.

Today, in order to avoid repetition, each Commissioner will speak to the decisions made within their agencies and to the operational responses they faced in dealing with the blizzard.

I will speak specifically to the challenges faced by the entirety of City government and about the measures we are putting in place to ensure a better response next time.

Following the blizzard, the Mayor and I directed our Office of Operations to conduct a comprehensive review of the City's response to the blizzard. We wanted to understand what went wrong, and how the City should be better prepared for the future. In addition, our Office of Emergency Communications conducted an assessment of the City's 911 system, which as you know we are in the process of modernizing. I plan to share the preliminary results of these reviews during the second part of my testimony.

It is worth noting that many factors, both within and outside of the City's control, combined to make responding to this blizzard particularly challenging. While the City clearly failed to perform well in certain key areas, several natural factors outside of our control significantly increased the difficulty in responding. First, the weather forecasts predicted low snow accumulations up until 18 hours prior to the storm, which fell on a holiday weekend. Second, the snow fell at an unusually fast rate of 2" per hour or more. Finally, because the storm fell on a holiday weekend, more vehicles were on the roads than typically would be during snow events, as New Yorkers were returning from or embarking on holiday travels. These factors combined to make this blizzard a particularly challenging one for the City to respond to.

However, the City's response was inadequate in multiple ways. The preliminary results of the review conducted by the Mayor's Office of Operations and the Office of Citywide Emergency Communications have specifically found problems in six areas:

- (1) the decision not to declare a snow emergency;
- (2) insufficient accountability tools that led to a lack of real-time information on street conditions;
- (3) insufficient and delayed deployment of City assets that could have assisted with snow removal operations;
- (4) a failure to procure and preposition private resources;
- (5) insufficient communication within City government and to the public;
- and (6) problems with emergency communications and response.

I would like to take the time now to explain each of these problems and then to reserve time after the Commissioners' testimonies to describe the City's fifteen-point plan for addressing these problems.

## Problems Identified

1. The first problem we have identified is the **Decision not to declare a snow emergency**. On Saturday, December 25, City officials decided not to declare a "snow emergency", which by law would require private vehicles not to utilize certain designated snow routes unless they are equipped with snow tires or chains, and would ban public parking on these routes. That decision was based on the sound reasoning that, given the Christmas weekend, it could create traffic problems rather than solve them. Later, during the night of Sunday, December 26 and the morning of Monday, December 27, discussions about declaring a "snow emergency" or a "state of emergency" again concluded, we believe rightly, that declaration could put more cars on the road, not less. Nevertheless, the decisions were not guided by a clear understanding of what powers and actions such declarations would enable amongst City agencies and other entities, and how the public would be required to act as a result. Through our review over the past two weeks, we believe that declaring an emergency could have provided a triggering event for those City agencies and other entities that utilize such a declaration as a catalyst for action, and by the public, which potentially might have heard the word "emergency" and limited their driving. *Given the information available at the time, the decision not to declare an emergency was understandable; however, based on what we know now, an emergency declaration could have yielded a more successful response.*

2. **Insufficient accountability tools.** Throughout the storm and particularly in its aftermath, City agencies were bombarded with calls and emails regarding streets that had not been plowed or had been insufficiently plowed. In some instances, City officials believed the streets had already been cleared, but later learned that this was not the case.

The Department of Sanitation currently lacks the capability to track data on street conditions in an automated or real-time fashion. DSNY reports on completed routes after a shift ends every 14 hours, and only after snow stops falling. As a result, the status of a street may be significantly different once the report is received. In addition, plowing progress is tracked based on routes, so it is difficult to know the status of a particular City street at any given time. The lack of real-time information on street conditions inhibited effective deployment of City resources and effective quality control and led to an inability to make speedy management decisions, to redistribute resources as needed, and to communicate a completely accurate status to the public and elected officials.

3. **Insufficient and delayed deployment of City assets.** The weather forecast for the storm quickly grew significantly worse, culminating in a blizzard warning issued at 3:55pm on Christmas Day. Due to the late change in the forecast, as well as the fact that DSNY has adeptly handled large snowfalls so many times previously without assistance, agencies that are not typically involved in snow removal – such as the

Departments of Parks & Recreation and the Taxi and Limousine Commission --were either not mobilized expeditiously, or never asked to mobilize. Streets that DSNY could not plow immediately could have been tackled sooner by other City personnel and equipment. For example, tow trucks could have been used earlier to liberate the thousands of stuck cars, ambulances and buses that slowed DSNY's plowing operations. In addition, other City workforces could have been used to clear crosswalks and bus stops - tasks that do not require heavy equipment yet did not begin until days after the storm ended. Additional areas that could have been cleared for the safety and convenience of pedestrians remained impassable for days.

**4. Failure to adequately procure and preposition private resources.** For the overwhelming majority of snow storms, the City has the in-house personnel and equipment resources necessary to quickly clear the streets. However, for storms as large as the December 26 blizzard, additional resources from outside entities need to be utilized. Prior to the storm and the winter season, the City did not sufficiently tie up sufficient numbers of private contractors who would be on call to assist with plowing or towing during a large storm. Many private contractors with heavy equipment could not be reached and those that were reached were presented with lengthy contracts while mountains of snow across the City remained unplowed. DSNY has a list of pre-authorized contractors, but it was not extensive enough to yield the needed help.

In addition, although DSNY recruits potential snow laborers each Fall, the Department did not recognize the size of the manpower need and increase its requests for hired labor prior to this storm. Although day laborers looking for work could proactively call 311, they were dissuaded by a 311 message for potential snow removal workers that stated that the Sanitation Department was not registering new applicants and that payment could take between 6-12 weeks to be processed. As a result, basic snow removal tasks that could be completed with only a shovel were not undertaken and were not completed as quickly as they could have been had the workforce been recruited and the barriers to speedy payment been eliminated.

**5. Insufficient internal and external communications.** Approximately 50% of the Department of Sanitation's trucks currently lack radios; among those that do have radios, just one channel serves all of the vehicles in a borough. During the blizzard, the borough channels became over-saturated with radio traffic at the height of the response, when drivers faced numerous plowing impediments. Route completion could not always be quickly communicated and issues that arose during a shift - such as a disabled vehicle blocking a route - could not be immediately reported and dealt with.

In addition, the public lacked information about the three-tiered system by which DSNY prioritizes snow clearance on streets (i.e. "primary, secondary and tertiary streets"), and how to determine the classification of their own street. Thousands of residents called 311 but could not get information about when their streets would be plowed.

**6. Problems with emergency communications and response.** During the emergency, the 911 system—and specifically the EMS portion of the system—became overburdened with calls. Though steps were taken to increase call-taker staffing, the backlog continued to grow. By the night of December 26, over 1,000 calls were in the queue, waiting for a response. These problems were exacerbated by the fact that well over 100 ambulances became stuck in the snowy conditions, further reducing EMS's ability to respond to medical emergencies. The Police and Fire Departments increased the number and types of emergencies they responded to, but response times climbed too high during the blizzard.

These six issues are the overarching problems we have identified with the City's response. After the commissioners share their testimonies I will speak again about the City's fifteen-point plan to fix these problems.

Before I turn it over to the Commissioners, I would like to briefly address a couple of other specific issues that have been raised regarding the City's response to the storm.

First, reports that DSNY was understaffed for the blizzard are not accurate. In fact, the number of sanitation workers actually increased in the weeks before the storm. We hired a class of 100 Sanitation workers in time for them to begin work prior to the snow season, and indeed they were on duty during the storm. This class was the first new class of Sanitation workers to be hired in two years. We had the same number of workers out on the streets and available that we had last February, when we successfully handled a storm that also dumped more than 20 inches of snow on the City. What's more, the Department had the same number of pieces of equipment out on the streets and plowing the roads as they have had during other storms.

Second, the scheduled effort to increase the numbers of sanitation workers by somewhat reducing the number of supervisors had not yet taken place before the blizzard. It's important to note that the purpose of this personnel change is to increase, rather than decrease, the number of workers who can plow the streets and pick up waste. These steps have helped the City reduce its budget deficit while actually increasing the number of workers who directly provide services to the public, without a reduction in refuse or recycling collection. As a result, we expect to maintain the necessary number of workers during a really dreadful budget period.

Finally, Commissioner Doherty briefed me on his snow plan prior to the storm and—given his years of experience and excellent track record—I properly relied upon his judgment and expertise. *I did not order any specific operational changes to the Department's snow plans prior to the storm.*

With that, I would like to turn it over to Commissioner \_\_\_\_\_ while reserving my right to speak again at the end about the City's comprehensive plan to address how we fell short.

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**PART II - Stephen Goldsmith**

Now that you have heard from the Commissioners, I would like to share this administration's forward-looking, fifteen-point plan for improving the City's capacity to respond to future severe weather emergencies.

The fifteen steps I will outline now address the six problems areas I discussed in my opening testimony. The City will work to implement this plan as quickly as possible. This is not an exhaustive list of the work the City will do to improve its operations, but it is a starting point as we continue to evaluate our performance during December's storm.

## **I. Declaration of Emergencies**

### **1. Amend the Process for Declaring Snow Emergencies.**

First, as I mentioned in my opening testimony the decision not to declare an emergency was understandable; however based on what we know now, an emergency declaration of some sort would have been helpful.

Going forward, the City will establish a more formal process for considering emergency declarations in all circumstances - particularly in severe weather events. During severe weather, officials face difficult judgment calls about whether to disrupt the lives of the public in anticipation of an event of ultimately uncertain severity. To ensure that the merits and consequences of an emergency declaration are fully evaluated during a significant weather event, specific protocols for decision-making will be developed that clearly outline the roles of the participating agencies and the Mayor's Office.

### **2. We will Provide a Broader Range of Options That Could Be Part of an Emergency Declaration and Make Them Clear and Understandable to New Yorkers.**

Because requiring the public to use snow tires and chains on certain snow emergency routes and forbidding parking on those routes are not the only ways to reduce vehicular traffic in inclement weather, the City will establish a menu of options for emergency managers that expand the choices of decision-makers and take into account the actions that other entities will undertake based on a declaration. These options will be designed and communicated in plain language, so their meanings and the actions

required are clear to the public.

## **II Accountability Tools**

In order to increase the City's capacity to hold itself accountable during a weather emergency, we will

**3. Equip every Department of Sanitation truck with a GPS device enabled with 2-way communication.** The City will equip collection trucks that are used for plowing with GPS-enabled phones with 2-way communication. Field workers will be trained on these mobile devices to share real-time progress reports with supervisors. These devices will help supervisors measure performance and will enhance the safety of field workers. The technology will enable more frequent productivity reporting to improve public transparency, and assist in assessing resource deployment. During the snow event on January 7<sup>th</sup> a test of 50 devices was performed successfully in one Sanitation District in Brooklyn.

**4. Improve Accountability tools and plowing definitions used by Sanitation for street conditions.** To address the issues of reporting delays and inadequate measurements of street conditions, DSNY will create new definitions and reporting standards so that their data accurately matches the reality on the street. The Department of Transportation's evaluation system for the bridges and other thoroughfares it maintains provides a potential citywide model.

**5. Use Live Monitors (SCOUT) To Stream Video of Trouble Spots.** In August 2007, the City launched the Street Conditions Observation Unit (SCOUT) teams – a group of inspectors whose mission is to drive every City street once a month and report conditions that negatively impact quality of life. During an average workday, the City uses 15 SCOUTs, largely in 3-wheel vehicles or electric Mini Coopers. During snow emergencies the City will deploy some of those SCOUTS in four wheel drive vehicles equipped with digital video technology that can stream live images of critical areas back to a command center. This initiative will provide DSNY, OEM and the Mayor's Office with independent quality assurance and was successfully piloted during the January 7 snow event.

### **III. Rapid Deployment of All Possible City Assets**

In order to ensure the rapid deployment of all possible City Assets in a severe weather emergency we will:

**6. Enhance the Immediate Availability of Critical Equipment.** OEM will update the asset inventory of City equipment that it maintains to ensure it can identify and deploy resources effectively during an emergency. To facilitate the use of this equipment, OEM will work with agencies to designate an on-call person who can deploy equipment and operators from their agency as needed. Potential agency assignments will be pre-determined so that when a need arises, agency equipment can be most effectively deployed.

**7. Enhance the City's Ability to Deploy City Labor from Other Departments.** OEM will conduct a survey of all areas where City employees can be called out to provide additional labor in an emergency, whether severe snow, flooding or another event. The City has large numbers of committed employees willing to work hard in response to emergency events. Where necessary or appropriate, OEM will work with agencies to train staff in functions critical to emergency response so that when a need arises, City employees are ready to help.

**8. Enhance the Emergency Operations Center as the Center of Resource Coordination.** OEM, as the City's coordinator of emergency resource deployment, sets up the Emergency Operations Center (EOC) to serve as the City's operational hub during an emergency. In the wake of the December blizzard, OEM and City agencies will reassess their protocols for deploying agency representatives to the EOC to ensure that representatives are agency decision-makers, have up-to-date agency data about in-progress operations, and are familiar with key agency assets and operations (e.g. staff and equipment). These steps will ensure that the EOC has the knowledge and authority it needs during an emergency.

**9. Improve tow truck deployment.** Through a centralized coordinator, the City will better incorporate the full citywide towing resources into its snow planning and ensure that all agencies prepare these resources for deployment prior to a significant storm. Specific processes that outline the timing of tow truck deployment and the authority of City tow trucks to tow private vehicles will also be developed and better communicated.

### **IV. Better Prepositioning of Private Resources**

In order to better enlist private resources when responding to an emergency requires them, the City will:



**10. Secure and expeditiously deploy private contractors for assistance.** Going forward, the City will identify organizations that can produce needed assets and be assigned to specific tasks immediately in the event of an emergency. Assignments could include towing, plowing and hauling. Procurement of these resources must be organized in advance and streamlined to the fullest extent possible. The contracting process and the contracts themselves must be competitive with what other potential employers are paying, so that when contractors are needed, they will not choose other opportunities over City work. DSNY and OEM should utilize all contracting vehicles available to them, including through the use of agency procurement cards.

**11. Improve the process of hiring additional laborers.** To ensure that the City can recruit the external workers it needs, it must be able to compete with other potential employers. While the City cannot pay in cash or engage employees without checking certain Federal work requirements, it can and will identify workforce and staffing partners who can be organized to respond when necessary and will also revise procurement and payment processes accordingly. Contracts will be structured to ensure that service is provided within critical timeframes and that work is pre-assigned to workers who can fulfill the assignments they are given.

## **V. Communications**

In order to improve our communications with the public during an emergency, the City will:

**12. Improve two-way communications through a real-time portal.** To enhance transparency and improve accountability, the City will create a dedicated site on NYC.gov for winter weather events that will include maps, news and announcements, as well as a community forum. The website will serve as a public reporting and accountability portal through which New Yorkers can support the City's quality assurance efforts by providing real-time reports, including photos and video, of the status of streets. NYC CityMap will be updated to show which streets are designated as "primary, secondary and tertiary" streets for snow removal.

**13. Provide Better Methods for Citizens to Request Help.** The 311 call center experienced high call volume during and after the storm that included a high number of non-critical informational requests that clogged the system. 311 has enhanced web reporting options that can handle most types of service requests. We will encourage more New Yorkers to sign-up for Notify NYC and we will move quickly to enhance 311 social networking options that will allow citizens to more easily register in advance for information to be sent to them on critical and non critical actions like trash pickup and parking. 311 will also move quickly to add texting options to the call center in order to provide efficient responses to short questions and eventually as another channel for reporting requests for service.

## **VI. Emergency Communications**

Finally, in order to improve our Emergency Communications, the City will:

**14. Reform dispatch protocols in extreme and high volume events.** The 911 system can improve the way it responds to high call volume events by creating escalation protocols that focus on expected problem areas and by improving its ability to bring in new staff as needed. The City will also conduct a comprehensive review of its 911 call handling during large scale emergencies. Procedures given to supervisors for monitoring backlogged calls during heavy volume times will also be reviewed. Protocols for which type of FDNY, EMS or NYPD resource is sent to specific types of events in these extreme situations will also be reviewed. In addition, the City will improve its ability to bring in additional staff during high call volume events.

**15. Accelerate the integration and implementation of the Emergency Communications Transformation Program (ECTP).** Over the upcoming months, the integration of the City's 911 dispatch and telephony systems will be improved through the Emergency Communications Transformation Program. In the near-term, operational procedures will be reviewed and the best practices applied where necessary. Technology systems will be employed and tailored to meet the operational needs of NYPD and the FDNY. Co-location of NYPD and the FDNY will enhance the effectiveness of the City's emergency response and make us better prepared to deal with future challenges.

In this area I am also pleased that Skip Funk has joined the administration as our new Director of Citywide Emergency Communication. Skip is a national expert on emergency communications and has already proven to be a valuable asset to the City in the days following the blizzard.

We are confident that pursuing this fifteen-point-plan will help the City fix the causes of its December mistakes and will strengthen the City's ability to respond to future severe weather situations.

To close, while I fully acknowledge that the City did not perform nearly as well as it should have in response to this storm, I also want to emphasize that all of us here are committed to learning from this experience and to quickly making the necessary changes to ensure that a response like this never happens again.

I look forward to taking your questions and hearing your input.

Thank you.

**OPENING STATEMENT BY  
JOHN J. DOHERTY, COMMISSIONER  
NEW YORK CITY DEPARTMENT OF SANITATION**

**OVERSIGHT HEARING ON THE CITY'S EMERGENCY RESPONSE TO THE  
DECEMBER 2010 SNOW BLIZZARD  
BEFORE THE  
NEW YORK CITY COUNCIL COMMITTEES ON SANITATION & SOLID  
WASTE, INVESTIGATIONS, PUBLIC SAFETY, and FIRE & CRIMINAL JUSTICE  
MONDAY, JANUARY 10, 2011  
11:00 A.M. - EMIGRANT BANK BUILDING**

Good morning Chairpersons James, Vallone, Williams, and Crowley, and members of the Committees on Sanitation and Solid Waste Management, Public Safety, Investigations, and Fire and Criminal Justice Services. I am John Doherty, Commissioner for the New York City Department of Sanitation. Thank you for this opportunity today to explain the Department's response to one of the City's largest and most severe snowstorms in recent history. For every New Yorker -- and particularly for me as Sanitation Commissioner and a City resident, it will be a most unforgettable one. New Yorkers rightfully expected the delivery of timely and efficient service that we have consistently provided during past major snowstorms, but this time our clean-up response was unacceptable.

To begin, I'd like to briefly walk you through some information about this blizzard, our preparedness, and the impediments we faced. I'll also share with you some of our immediate efforts to improve and enhance our response to future snowstorms. On a personal note, since I joined the Department in 1960, I've been fortunate to hold every position of uniformed rank starting as a sanitation worker. I've battled hundreds of snowstorms in the last 50 years, and worked as a sanitation worker during the 1969 blizzard. Last month's storm has been ranked the sixth largest in the City's history, and the most powerful storm I can recall in my career.

The storm began just before 10:30 a.m. on Sunday, December 26<sup>th</sup>. By 2:30 PM, we observed at least a half inch of snow across all zones of the City and activated all plows that were pre-positioned in the field earlier that morning. From 4 p.m. to midnight on Sunday, the storm intensified, and in that period snow began falling at an unusually heavy rate of 1 to 2 inches reported per hour, with sustained blizzard conditions and wind gusts to 55 miles per hour.

Snow fell for 23 hours, ending at 9:30 on, Monday, December 27<sup>th</sup>. Recorded snowfall depth by the National Weather Service registered upwards of 20 inches throughout the City. However, Department chiefs and officers in the field measured snowfall depths at much higher amounts during the storm, including upwards of 32 inches on Staten Island.

Department of Sanitation operations staff first started tracking this storm 24/7 on Wednesday, December 22<sup>nd</sup>. By 5:00 a.m. on Friday morning, December 24<sup>th</sup>, reports by all three of the Department's forecasters predicted the storm would reach New York City by Sunday afternoon into Monday morning, with snow accumulation of only 1 to 3 inches. Based on these initial weather reports, we activated a limited snow operation. Plowing equipment was prepared and personnel were called out to report for work on Sunday, December 26<sup>th</sup>. The Department also issued a Snow Alert by telephone to NYPD, DOT, DEP, Parks, MTA Transit, and OEM from 1:00 to 1:15 p.m. on Friday afternoon.

The next morning, Saturday, December 25<sup>th</sup>, Christmas Day, weather forecasters increased their predicted snow accumulations to 6 to 8 inches, and Sanitation personnel were contacted for Sunday full-force duty with 12-hour split shifts. Weather forecasts began to show the storm's growing intensity, and at 12:03 p.m., the Department re-issued a second Snow Alert to the other city agencies. At 3:55 p.m. on Saturday, the National Weather Service issued a blizzard warning for the metro area forecasting up to 16 inches of snowfall with winds that could reach as high as 55 miles per hour. As we know now, even these predictions underestimated the amount of snow that fell.

On Sunday December 26<sup>th</sup>, Department crews assigned to the first 12-hour day shift encompassed 2,487 men and women who arrived at 7 a.m. -- a full 3 hours before the first signs of snow. Workers driving salt spreaders were dispatched to the City's arterial highways and primary roads, and later with plows when snow began accumulating. During the next 12-hour shift that began 7 p.m. Sunday evening, we deployed 1,751 plows and 365 salt spreaders to assigned routes along the City's highways, and primary, secondary and tertiary roads, together with 76 plows and 2 front-end loaders by DOT. On Monday, December 27<sup>th</sup> and each day thereafter, equipment provided by other city agencies increased incrementally and reached a peak on Wednesday, December 29<sup>th</sup> with a total of 215 pieces from DOT, Parks and DEP to supplement our operations. This around-the-clock operation continued right up to Thursday morning.

By 5:00 p.m. Monday, December 27<sup>th</sup>, 63% of the City's total roadway lane miles had a plow drive down the street at least once. By 7:00 p.m. the next day Tuesday, December 28<sup>th</sup>, 89% of the City's roadway lane miles had a plow drive down the street at least once. Having said that, many people in Staten Island, southern Brooklyn, and eastern Queens, and to some degree other parts of the City still had unplowed streets at that time. Progress continued but was slowed by vehicles remaining stranded on City streets.

Just as the City Council and the public have been demanding to understand, we, too, in the Department have been assessing this event to determine what factors distinguished this storm from other major storms that we've otherwise fought successfully. Some of the challenges posed by the December blizzard to our spreading and plowing operations include the time of day the snowfall began on a holiday weekend which created heavier than expected traffic, and the intensity of the storm. This was combined with frigid temperatures and blizzard wind gusts that

not only caused dangerous white-out conditions for our operators and the general public driving at night, but also created snow drifts.

Additionally, a significant impediment to our response was the record number of vehicles that became stuck and were left abandoned by motorists across the City. This made many roads, including primary streets, impassable by our plows both during and after the blizzard, and in many cases even caused our own plows to get stuck behind those stranded vehicles. All of these factors caused this event to become the most difficult and unwelcome storm we've ever had to face in my years with the Department.

As Deputy Mayor Goldsmith said, declaring a snow emergency this past Christmas would not have kept cars from being snowed in or stuck on smaller avenues and streets in the city, which became a major problem in and following this storm. The utility of having citizens try to move parked cars off of major avenues as the storm approached was deemed to be very low. It was not felt that the presence of parked cars on avenues or major streets would hinder storm response, and indeed this did not prove to be a problem.

While this blizzard presented unique challenges, we are reviewing our strategies and policies to improve our future performance during storms. Some of the immediate operational changes we are making include the installation of GPS devices with two-way capability on certain trucks in Brooklyn, and re-training of all sanitation workers on equipment operations.

We're also readjusting the trunion plate on all of the snow plows back to their original position, even though the trunion plate in its current position has also been successful during the last three snow seasons. Re-adjusting the trunion plate will revert the plow angle back to an upright position, allowing the plow to work more effectively in higher depths of snow as in last month's storm when the snow accumulated rapidly.

In order to help remedy some of the problem areas we identified in last month's storm, I'm also re-assigning some of the areas covered by the Brooklyn South zone to the Brooklyn North zone. This will ensure their workloads are more manageable and services are delivered effectively.

We also learned that we must improve the tools used by us to measure our progress. The Department only collects data on completed routes, not individual streets. Data is only collected once worker shifts are completed, even though regular shifts last 12 hours during large snowstorms. A route marked with the narrow technical definition of "plowed" may in fact not be passable by a vehicle. We will create new definitions and measurements so our data accurately matches what New Yorkers are experiencing.

In the weeks and months ahead as we continue assessing this storm and the deficiencies of our response, we will implement further changes to re-tool and improve our policies and operations. We'll also evaluate our strategies in conjunction with other agencies, and implement

additional changes as may be necessary to enhance inter-agency coordination and response during snow emergencies, as well as communications with the public.

With nearly 18,000 roadway lane miles to cover, Sanitation workers perform the best they can under the toughest conditions imaginable. Snow-fighting is a core agency mission, and all Department employees understand that their performance is critical to keeping this City functioning 24/7.

We recognize that we did not perform up to standard and meet the public's, nor my expectations in the days following this event, which caused hardship to many. We know our reputation for being the world's best snow-fighters has been called into question, and now we must work to prove we deserve that distinction.

Thank you for this opportunity to testify. I'm happy to answer any questions you have at the end.



THE CITY OF NEW YORK  
OFFICE OF THE PRESIDENT  
BOROUGH OF MANHATTAN

SCOTT M. STRINGER  
BOROUGH PRESIDENT

**Testimony of Manhattan Borough President Scott M. Stringer before the  
New York City Council Joint Hearing of the Committee on Sanitation and Solid  
Waste Management, Committee on Fire and Criminal Justice Services, Committee on  
Oversight and Investigations and Committee on Public Safety on the City's  
Response to the Blizzard of 2010**

**January 10, 2011**

Thank you, Chairs Crowley, James, Vallone and Williams for the opportunity to testify at this important oversight hearing.

The City's response to the blizzard of December 2010 left many New Yorkers frustrated and looking for answers. For hours, many New Yorkers were unable to access 311 and 911 – the City's information and emergency hotlines – as call backlogs exceeded a thousand. Over 200 ambulances and 1,000 buses were reported stuck on unplowed streets or blocked by abandoned cars. Overall, these dangerous conditions may have contributed to at least three deaths and several near fatal incidents.

We're now receiving reports that another heavy storm is expected to hit the City tomorrow evening and bring up to a foot of snow. As we prepare for further potentially severe snow storms this season, it is crucial that we learn from the experience of last month's storm and avoid the multitude of mistakes that were made. That analysis begins at the top. With the Deputy Mayor outside of the City at the time of storm, what was the chain of command? Was sufficient executive management present to make the necessary decisions – or were we caught off guard?

The decision to not call a snow emergency loomed over the storm, particularly in the aftermath as we learned how such a declaration could have benefited the City's response. As early as 4:45 a.m. on Saturday morning, OEM alerts forecasted between 6-8 inches of snowfall for the City and "hazardous" travel conditions. By 4:00 p.m., the National Weather service issued a "blizzard warning" for the City and forecasted at least 11-16 inches. Jerone Hauer, Emergency Management Coordinator under former mayor Giuliani, recently stated that snow emergency declarations should be considered anytime snowfall predictions are over 7 inches and that a blizzard warning is a "no-brainer".

With just under a day before the snowfall began, we had every indication that this would be a significant storm. This was the time to take action.

Declaring a snow emergency would have allowed for clearing vehicles from the streets and would have given plows the best chance to move through rapidly, keeping emergency service routes open and allowing the plows to move onto secondary streets. It also would have clarified to the public any conflicting messages heard through the media.

During the storm, the City experienced an unacceptable breakdown in public communication. Backlogs at 311 and 911 call centers meant thousands of New Yorkers were cut off from critical services. On Monday alone, nearly 50,000 emergency calls were placed. As the City prepares for future snow storms this season, we need a plan for ensuring that New Yorkers always have access to these services.

Lastly, while I am appreciative for this hearing and an opportunity to weigh in on this most important issue -- the care and safety of our communities -- this conversation needs to happen much earlier and when it matters most -- during the budget review period in spring. When weighing the costs of budgets cuts, the City must do a better job of analyzing the real life impacts on public safety and the necessary resources for emergency responses. These are the times to take a hard look at our budget priorities so that New Yorkers can count on their government to be there when they are needed the most.

Since last spring, sanitation workers have been sounding the alarm that reductions in staff have compromised the City's ability to expeditiously respond to a major snow storm. From 2008 to 2010, the City has gone from having 6,473 sanitation workers to fewer than 5,800. As we plan for our City's budget and allocate our resources, we must consider the impact that such reductions in workforce will have on our emergency preparedness.

As the Manhattan Borough President, I recognize that while our borough was hit hard, other boroughs fared comparatively worse. When certain neighborhoods fare better than others, we stop being *one* City. It is imperative that we work together to address the needs and concerns of *all* of our city's communities, and its visitors.

New Yorkers deserve, and have come to expect, a government that is doing all it can to ensure their safety. We must and can do better.

Thank you.





# The Uniformed EMT's, Paramedics and Inspectors – F.D.N.Y.

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Testimony of Patrick J. Bahnken before the New York City Council  
Joint Committee Oversight Hearing on the Blizzard of December 2010  
on January 10, 2011.

Good afternoon, my name is Patrick Bahnken and I am the President of the Uniformed EMT's, Paramedics and Inspectors of the New York City Fire Department and I thank you for the opportunity to testify today.

On December 26<sup>th</sup> a blizzard hit New York City. This is not the first storm to hit the city nor did it sneak up on us. In fact, a significant warning flare was sent up when the National Football League decided to cancel the Philadelphia Eagles football game.

The failure to recognize that a sizeable storm was pounding the city of Philadelphia and moving north was perhaps the first but certainly not the last failure and the results crippled the city for days.

A failure to declare a citywide emergency ordering all nonessential vehicles off the road should have been declared. In my opinion, it was this specific decision that set the stage for all the problems that followed.

In the early morning of December 27<sup>th</sup>, I began to receive information about surging call volume, large numbers of ambulances stuck in snow on unplowed streets and rising response times.

All off duty personnel were ordered to report, all vacations and pass days were cancelled and all available personnel and spare vehicles were pressed into service.

Aside from the impact of abandoned vehicles and unplowed streets, we were plagued with logistical problems that include some of the following:

**Spare Vehicles:** Upon receiving information that a significant storm is approaching, all spare vehicles should be started, fuel and fluid levels topped off and medical equipment stocked.

If a significant amount of snow is expected, spare vehicles should be redeployed throughout the city rather than being concentrated at 58<sup>th</sup> street in Maspeth. Having spare vehicles snowed in at one central location does no good at all when it will take the better part of the day to deploy them where they are needed. This should occur no less than 24 hours prior to the expected event and can be accomplished by using off line personnel.

Mechanics should be recalled as well to repair vehicles as they break down whenever and as quickly as possible.

**Snow Chains** on tires, enough said.

**Public Education:** At least 12 hours prior to a major weather event, the public should be advised to keep their vehicles off the roads and more importantly, when to call 911.

Callers with minor medical issues could be directed to EMS battalions in their neighborhood to be treated and released. Those in need of more definitive care could be transported via command cars.

An alternative would be to use command cars as triage vehicles. Calls that flooded the EMS call center included sick calls, people wanting rides to doctor appointments and one who was complaining of hiccups.

**Tow Trucks:** While clearing streets of abandoned vehicles to allow the plows to get through is important, an EMS towing task force should be established.

A number of tow trucks could be assigned to each borough with an EMS supervisor. The EMS supervisor working with the respective borough command and utilizing the Automatic Vehicle Locator System could quickly free vehicles from the snow.

Despite the beliefs of some, no EMS crew deliberately drove down a snow-covered street so they could become stuck in a snow bank. Many of the crews that became stuck, remained stuck for greater than eight and as long as twenty hours. In fact some units actually ran out of fuel waiting to be pulled free.

**Mutual Aid:** Assistance from other EMS 911 participating entities was virtually nonexistent. With the exception of maintaining their evening tour count for the overnight tour, few if any additional units were provided. For the most part, we were on our own for the first 24 hours.

In light of this response or lack thereof, the fire department should establish a criteria based upon key service indicators such as response time and call volume that would trigger an automatic request to the State Emergency Management Office (SEMO) for additional resources.

**PERSONNEL SUPPORT!** After working sixteen hour shifts or greater under harsh weather conditions, many crews returned to their battalions to find they were on their own.

Members could not leave due to road conditions and all were expected to return for their next shift however, no cots were provided and no provision had been made to feed the troops.

A store of camping style cots, blankets and pillows should be maintained at all battalions. The department should also have in place a system to provide either meals or food supplies for personnel.

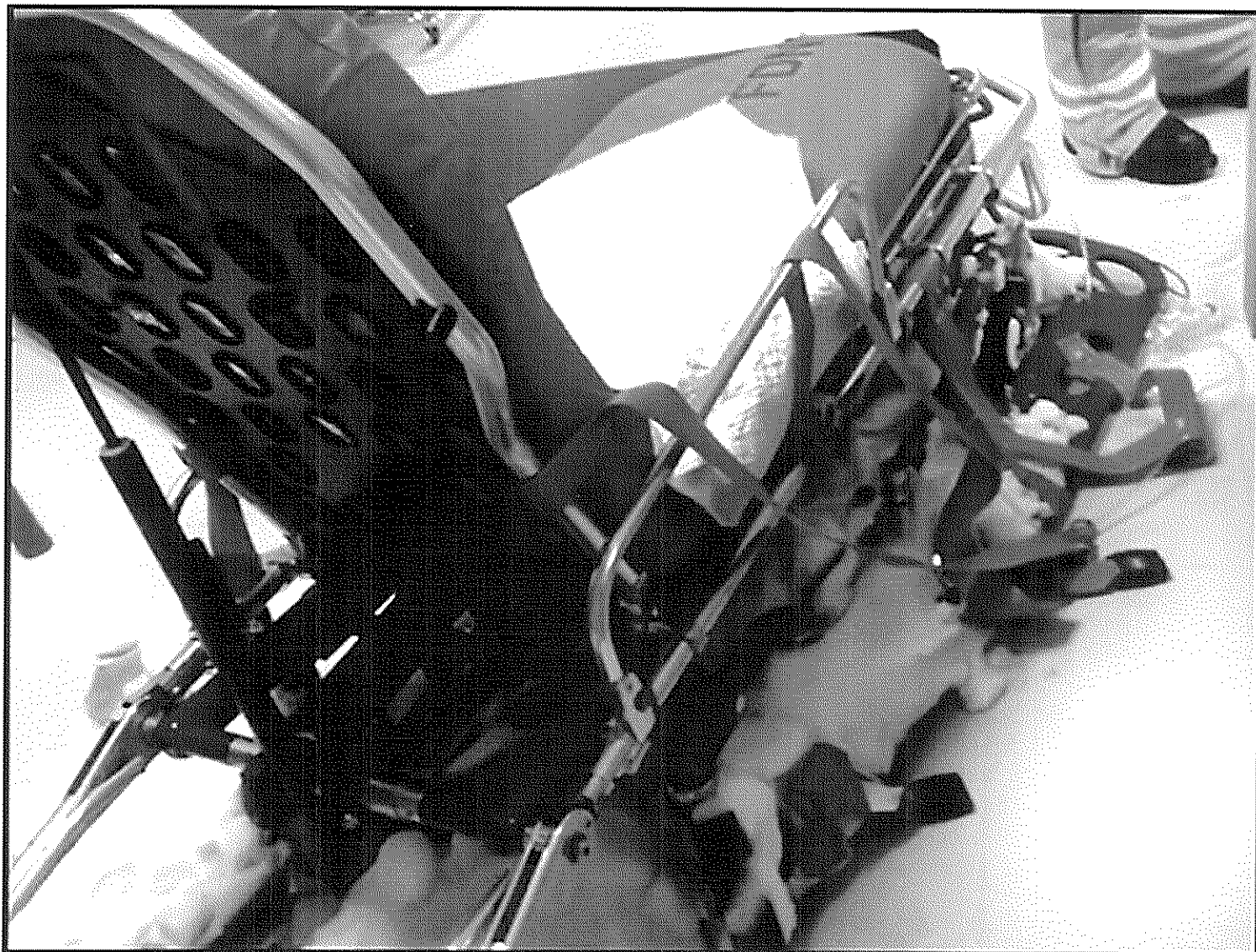
Additionally, the department should have in place a system to immediately move to twelve-hour tours. Although members did work in excess of sixteen hours each day, the physical toll can be grueling.

Rather than simply mandating all members to work double tours, the department in anticipation of a severe weather emergency could switch to twelve-hour tours thus increasing available personnel by an entire tour.

This is not the first snowstorm we have encountered nor will it be the last. If anything positive can come of this, it will be that we identify our weaknesses and take steps to correct them.

In closing, the members of the EMS Command through personal sacrifice and a strong commitment to the people we serve, prevented this storm from becoming a much greater tragedy.

We are saddened by the loss of life especially when better decisions earlier in the event could have prevented some of them. However, many more lives would have been lost were it not for the members of the EMS command both in communications and on the line.





# UNIFORMED EMERGENCY MEDICAL SERVICE OFFICERS UNION

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January 10, 2011

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The Testimony of Vincent Variale before the New York City Council  
Joint Committee Oversight Hearing on the Blizzard of 2010.

Good Afternoon, my name is Vincent Variale I am the President of the Uniformed EMS Officers Union, representing 450 EMS Captains and Lieutenants of the New York City Fire Department. I thank you for this opportunity to testify today.

The blizzard on December 26, 2010 highlighted the logistical failures that exist within the EMS Command. Although the officers of the EMS Command have learned to operate under these conditions, the failure to declare a citywide emergency compromised our ability to function normally.

The failure to clear the streets of unnecessary vehicles prevented the streets from being plowed. While this is perhaps the greatest failure it is not the only failure.

Some of the problems encountered by my members include;

- Span of Control
- Tow straps or cables
- Fuel supplies
- Fuel containers

**Span of Control:** According to the FDNY Incident Command System (ICS) and the Citywide Incident Management System (CIMS), safety and sound management practices dictate that a ratio of seven individuals to one supervisor should be maintained for a span of control to exist. Maintaining an effective span of control is important to ensure safety, coordination and support to the members operating in the field.

The current ratio in EMS is one supervisor to twenty individuals. In many cases that ratio expands to one supervisor to forty individuals. If EMS operated with the appropriate span of control it would enable EMS officers to provide an effective amount of support. The result would mean more people receiving emergency medical care and more ambulances would get to the hospital.

**Logistics:** Tow straps or cables should be issued to all stations so supervisors may assist ambulances stuck in the snow. During the blizzard, some EMS officers took initiative and purchased or used their own tow straps. These straps were used to pull ambulances free from the snow.

**Fuel:** Some stations didn't receive fuel orders that were submitted prior to the storm, leaving them without fuel. This required ambulances to rely on alternative fuel sites. Some ambulances got stuck in the snow for long periods of time and began to run out of fuel.

**Logistics Coordinator:** A Deputy Chief in every EMS Division should be assigned as the logistics point person. They would report directly to the Fire Department Operations Center (FDOC) prior to a storm. The Deputy Chief would notify FDOC which stations in their Division are in need of fuel and supplies and ensure they receive them.

In conclusion, we are saddened by any lives that were lost during the storm. If not for the commitment and dedication of the members in the EMS Command many more lives may have been lost. I look forward to the implementation of these recommendations, so tragedies like these are not repeated in the future. Thank you.

**TESTIMONY PROVIDED TO THE NYC CITY COUNCIL  
RESPONSE TO THE BLIZZARD OF 2010**

Good Morning,

My Name is Ryan Gunning and I am the Chairperson of the 4<sup>th</sup> District of the New York State Volunteer Ambulance and Rescue Association. The agencies I represent encompass most of Queens, Brooklyn, Staten Island and Manhattan.

I am here today to bring forward the areas that we feel delayed, prevented or hindered our member-agencies' EMS response to the Blizzard of 2010 on December 26<sup>th</sup> through 27<sup>th</sup>.

A large amount of our volunteers left their families and spent countless hours, staffing volunteer ambulances throughout the five boroughs without hesitation. This is what we do! Our volunteers, just like the municipal EMS system, fought heavy snowfall, high winds, and traffic obstacles in order to reach patients that required emergent care.

Unfortunately, our task was made more difficult during this storm due to a combination of reasons, when combined, could have spelled disaster.

**Preparation:**

All of our squads were notified in advance of the storm through the NYC Regional EMS Council's Notification System. In response, our volunteers began readying their vehicles, staff and equipment for what would prove to be an arduous task.

Unfortunately, it wasn't until the storm's wrath hit, that FDNY EMS requested volunteer participation to aid in the enormous call backlog. What made matters worse; most squads were instructed during the height of the storm to report to the nearest EMS Borough's Division offices to pick up FDNY EMS radios. For many, that was Fort Totten, Queens. Making this request during the height of this storm was not prudent in terms of safety and delayed the activation of our additional resources in upwards of forty five minutes.

Had the FDNY prepared and distributed radios that can operate on the Borough Dispatch frequency and other equipment in anticipation of the storm or programmed our currently issued Mutual Aid Radios to transmit on the Borough and Citywide EMS frequencies, my agencies would have been better equipped and ready to assist at a moment's notice. We have made many requests to date, usually after a failed activation, that the FDNY EMS issue radios to the volunteer agencies with the capabilities of operation on the EMS Citywide and Borough Dispatch frequencies as this is part of good Mutual Aid planning. This was never done.

**Operations:**

All of my volunteer agencies operate from a fixed community headquarters, unlike the FDNY that deploys units throughout the city. As such, members at the squad's base of operation were tasked with continuously digging out from the large amounts of snow that the Sanitation Department would push onto their property. At one point during this snow event, crews at the Glen Oaks Volunteer Ambulance Corps could not move their vehicles' off their property and had to clear high snow piles that were pushed up and onto their driveway. As such, the Glendale Volunteer Ambulance Corps had similar issues, as their curb side parking location became a dumping ground for large piles of snow by sanitation plows. Flagging down local plow trucks and supervision proved futile, as they had their tasks to accomplish. Calls to 311 were not any better.

There must be a mechanism in place that provides priority to our member agencies so they are not obstructed from responding and when they are, can call in to a help line to get them plowed out.

The Volunteer EMS agencies logged hundreds of responses and brought out over 100 plus responders from Sunday at Noon, through Tuesday at midnight. Volunteer agencies utilized their agency ambulances, first response vehicles and many utilized personal 4x4 vehicles to assist their crews and other EMS crews within their communities.

While some blame was directed toward EMS ambulance operators for getting stuck in the snow, it is our position that the primary reason for this significant occurrence was unplowed primary and secondary streets. All EMS vehicle operators are aware that during this type of storm that you park the vehicle on an adjacent cleared street and walk in to the side street to access calls. However, this was not possible during this storm because nothing was plowed! In fact, Park Slope Ambulance has a 4x4 Ambulance, and that too, was getting stuck in the snow.

So, to use the Mayor's thought process of not responding on unplowed streets so as not to get stuck in the snow as a guide indicates that we should not have responded to almost all of the calls during this crisis! To this, I strongly disagree!

With that said, many units, volunteer, voluntary, private and municipal were placed in unnecessary danger by the FDNY, as these units were being dispatched to calls for which many of the patients already left for the hospital by private means, long before the call was assigned to an EMS unit. When the backlog ensued, EMS should have tasked members to call back to the patients for which calls were holding and cancel assignments when it was determined that the patient is no longer at the scene. This tedious, but important task, would have significantly reduced the number of backlogged calls, and therefore reduced the danger for responding units. Ultimately, fewer units would have been stuck in the snow!

Individually, all these areas of concern that have been reported, may not present a considerable problem unto its own. However, jointly, these areas all combined to hamper EMS response from the volunteer perspective.



The volunteer agencies that I represent are always there when the call goes out and we need to work on improving the utilization climate and activation of these organizations so we do not delay the implementation of their resources when needed.

We would be most interested in meeting with the respective agencies in the near future to address our concerns and work toward a more efficient collaborative working environment.

Respectfully submitted,

Ryan Gunning  
Chairman, NYSVARA, District 4



January 10, 2011

Good morning members of the committee.

My name is Joseph Colangelo, I am the president of SEIU Local 246 and I am here today to speak on behalf of my members and the service they provided during the blizzard of December 26, 2010.

My members are the auto mechanics, machinists and other automotive trades titles that work for the police, fire, sanitation, department of transportation and all other agencies for the City of New York.

My members reported to work both the day of the snow storm as well as the Monday following the storm. The members that reported to work on the day of the storm in some cases stayed on city premises for up to 24 hours, sleeping at their location on hard wooden benches and front seats of passenger cars and trucks. All this in an effort to make sure that the police, fire and sanitation departments could do their job. On Monday some members left their homes at 1 am, 3 am in an attempt to get to work because the services they provide are essential to public safety. Some members whose normal work shift starts at 6 am did not arrive until 10, 12 and even 1 pm on Monday, but all were asked to put in a full 8 hour shift or 12 hour shift, and they did. Some of these members actually got rides from department vehicles that were in the street working, only to find out when asking supervisors if there was some way they could get a lift back home, were instructed that they are not in the business of providing

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transportation. Some of these members were leaving work at 8 and 9 o'clock at night. One member specifically who works for the police department and was on duty for well over 20 hours and called my office on Monday morning concerned that he was being told they were not going to be relieved because the department was not sure if in fact the other mechanics were going to be able to get to work that same day. I point this out because when I received this phone call, he told me he was concerned for his wife who was 4 months pregnant and he had left the day before from home and needed to be able to get back to her in case she needed him. Fortunately, the other members did show up and he was able to return home.

I would also like to tell you about the members who work for the department of sanitation. I am sure most of you have seen the giant snow melters that the city is using to clear the snow, and as was written in the Daily News article this past week, two of my members became ill while working around the machine that was malfunctioning. Neighbors on the block had called the fire department to complain about carbon monoxide detectors that were going off in their homes. The department responded and at that point my members, who had initially refused medical treatment, were transported to the hospital by their supervisors and treated for carbon monoxide exposure. Last year, at the end of the snow storm in February, when another snow melter malfunctioned, 2 of my members were transported to the hospital by EMS for extremely high levels of carbon monoxide in their blood. I tell you these stories because these civil servants put

themselves in dangerous situations not only to get to work, but while at work and doing what is need to be done.

Although I know this committee is not investigating this, there are some who have suggested that the distribution of parts in all city agencies be done by an outside contractor. With the outside contractors own employees inside city buildings and the parts rooms themselves would now be that company's property, This means that in a situation like last week, if those employees for that particular company did not show up to work, the city mechanics would not be allowed to enter those parts rooms for parts and this would have made them unable to repair the equipment. I wonder how many auto parts stores were open Sunday, the day of the storm, and Monday, the day after the storm, and how many car dealerships with repair mechanics were also open on those days. I point this out because my members were at work. My members took their lives in their hands to get to work, and these are the individuals who I am most proud of. Unlike others in the administration, my members were at work, and not in constant contact through blackberry and e-mails, because as we all know, blackberry's and e-mails don't get the job done. It's the hardworking civil servants of this great city that get the job done.

Thank you for this opportunity to speak to you on behalf of my membership.

## NEW YORK CITY COUNCIL

### COMMITTEES on FIRE & CRIMINAL JUSTICE SERVICES OVERSIGHT & INVESTIGATIONS PUBLIC SAFETY SANITATION & SOLID WASTE MANAGEMENT

Testimony of Fire Commissioner Salvatore Cassano  
New York City Fire Department

January 10, 2011

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#### *Introduction*

Good morning Committee Chairs and Council Members. Thank you for inviting me to discuss the New York City Fire Department response to the December 26, 2010 blizzard and our operations during and after the storm.

Like all City agencies that needed to carry on their operations during this storm, the FDNY faced many challenges -- some that taxed our resources in ways never experienced before. Despite these challenges, the men and women of our Department performed as best they could to carry out their mission of saving lives and property. We are committed to learning whatever lessons we can from this storm and making all changes that are necessary to improve our ability to serve the public in the future.

In my testimony, I will discuss how the weather affected fire and EMS operations, how we operated during the storm and measures we will take in the future relating to operations during similar severe weather conditions. I have asked our Chief of Department, Ed Kilduff, to coordinate a comprehensive after-action review of FDNY operations during the blizzard. That effort is currently underway, as is our coordination with the Mayor's Office on its review of all City agency operations during the storm.

#### *Fire Operations*

Fire Operations has Standard Operating Procedures (SOPs) for cold weather, winter storms or other severe winter weather conditions. They are set forth in All Unit Circular (AUC) 200. Among other things, AUC 200 sets forth procedures to be followed in the case of freezing conditions and sudden heavy, or prolonged, snowfalls. It delineates responsibilities of officers of every rank, specialized units and certain civilian bureaus. AUC 200 sets forth required drills, training, reports, interagency communications and equipment to be assembled in readiness and placed on company apparatus, including shovels and salt. Particular attention is paid to reporting out-of-service hydrants to DEP and ensuring they are kept clear for our use.

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On the morning of the 26<sup>th</sup>, before the snow began to fall, I ordered that an extra Firefighter be added to the 134 engine companies that operate with four Firefighters (of our 198 total engine companies, 64 engine companies operate with five Firefighters and that staffing level was maintained). This extra staffing started at 6 p.m. on December 26<sup>th</sup>. We experienced no difficulty maintaining our fire company staffing during, or in the days following, the blizzard.

I also ordered EMS Operations to staff additional ambulances in anticipation of the storm and its impact on our ability to provide ambulance coverage. I will further discuss EMS operations shortly.

As an additional precaution, on the night of the blizzard we activated two of our brush fire units, which were deployed to hilly areas of Staten Island. Because these 4-wheel-drive units are uniquely capable of maneuvering in difficult conditions, such as snow, sand and mud, we wanted to capitalize on these capabilities given the deep snow conditions. These units are also capable of towing apparatus out of mud and snow. We then activated five of these units Monday and Tuesday on Staten Island again, and to some isolated areas in Brooklyn and Queens.

All of our fire apparatus are equipped with traction-control tires and operate well in light snowfall. However, once the snowfall deepened, all fire apparatus were ordered to install snow chains. Even with the chains, some apparatus did have difficulty traveling to and from calls. If they did get stuck, the companies were able to dig themselves out using the shovels and other tools we have on all apparatus.

As you can imagine, our companies were slowed in responding to emergencies as the snow deepened and as cars were stuck or abandoned and blocked streets. Thankfully, fire activity did not spike significantly during or immediately after the storm. Not surprisingly, response times did escalate. Our statistics show that in 2010, we had an average of 73 structural fires daily, with an average response time of **4 minutes, 1 second**. From Sunday December 26<sup>th</sup> through Wednesday, December 29<sup>th</sup>, we had:

- **74** structural fires, with an average response time of **4:33 minutes** (Sunday, December 26, 2010);
- **68** structural fires, with an average response time of **7:58 minutes** (Monday, December 27, 2010);
- **68** structural fires, with an average response time of **5:14 minutes** (Tuesday, December 28, 2010); and
- **89** structural fires, with an average response time of **5:05 minutes** (Wednesday, December 29, 2010)

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The number of total incidents handled by Fire personnel did not spike dramatically, either. In 2010, we responded on average to 1,390 incidents daily. From Sunday through Wednesday, December 26<sup>th</sup> through 29<sup>th</sup>, we had a high of 1,660 incidents on Monday and a low of 1,492 on Wednesday. Response times on Monday, December 27<sup>th</sup> to these 1,660 incidents averaged 10:26 minutes.

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Another measure we initiated to try to care for as many people as possible as quickly as possible was to modify procedures for our CFR-d engine companies when they were on the scene of a medical emergency, but the EMTs and Paramedics were delayed. For those cases, we directed that our Fire personnel could get immediate advice and decision-making from our On-Line Medical Control (OLMC) doctors. Our OLMC doctors normally provide medical advice directly to EMS personnel, who typically arrive shortly after our Fire personnel. With EMS often greatly delayed by the storm, this procedural change allowed Fire personnel to contact OLMC and obtain physician approval: (1) to permit a patient to refuse medical attention; or (2) to permit our CFR-d providers to suspend CPR after 20 minutes (the same standard we use for EMS) when their AEDs indicated "no shock". Again, our goal here was to ensure our Fire personnel had access to the same physician advice and approval mechanisms that our EMS crews would have available to them had they been on scene.

### *Emergency Medical Service*

Like Fire Operations, EMS also has written SOPs for operating in severe weather. EMS SOPs set forth the responsibilities of its members and procedures to be followed in severe cold or winter weather. Notwithstanding the preparation of our EMS crews and EMS officers, the most significant factors affecting our EMS workforce was a surge in call volume and the road conditions we faced.

We have experienced call volume spikes in the past, but we have managed to handle that workload and more quickly reduce spiking response times. With this storm, our EMS fleet was severely impacted by the weather and we had so many out-of-service vehicles – as a direct result of the blizzard conditions – that we could not keep up with the soaring demand for EMS resources.

On a typical day, we receive 3,300 to 3,400 calls for medical emergencies. On Sunday, December 26th, in just the six hours from 6 p.m. to midnight, we were averaging more than 200 calls per hour. On Monday and Tuesday we received 4,662 and 4,291 calls, respectively. While we might expect more calls reporting chest pain as New Yorkers exerted themselves by shoveling snow, our statistics indicate a spike in calls for *every* category of medical emergencies. In the hours leading up to the blizzard -- and throughout the storm -- I, and other City officials, took every opportunity to tell the public that they should only call 911 for real emergencies. The local media was a tremendous help in this regard. However, calls that EMS received for medical emergencies rose sharply during the storm and afterward.

The Department's EMS Command took many steps to increase preparedness and obtain assistance as the storm approached and intensified. On Sunday afternoon, we held over employees ~~who were going off duty and asked them to work another tour.~~ We increased the complement of ambulances in service to the maximum – 361, 117 more than the usual complement on Tour 1. At 1 a.m. on Monday we activated mutual aid, and at 3 a.m. we recalled our off-duty platoon of EMS personnel. We issued four more recall orders over the next few days. Some recalled personnel were unable to report because they had no way to get to work. Many EMS members did report for duty and started working immediately.

Throughout the blizzard and afterward, we worked closely with OEM to address the deteriorating state of our operational capacity.

During the early hours on Monday, we requested mutual aid from New Jersey and New York State. By 9 a.m. Monday, New Jersey sent 19 ambulances and provided 20 replacements on Tuesday and Wednesday as well. New York State sent 20 ambulances early Tuesday, and sent two replacement fleets of 20 over the next two days.

Appropriately, much focus has been placed on the high number of ambulances that got stuck in the snow. Although we equip all of our ambulances with ice and snow shovels, the deep and drifting snow left many of our crews stranded. Many EMS crews tried to navigate through deep snow and past stalled and abandoned vehicles. Many times, our crews had to leave the ambulance and carry their medical kits on foot to reach the medical emergency. Transport of patients then became an issue.

Throughout, we worked with our partners to get as many ambulances moving again as quickly as possible. We prioritized those stuck ambulances that had patients on board, followed by those that had only our crew in them, and finally those had been vacated by our crews as the lowest priority.

Often, getting out of the snow was not our only problem. Many ambulances had to be taken out of service for long- and short-term repairs. Some just needed to replace windshield wipers, while others suffered more significant mechanical problems. Stuck ambulances running for long periods of time led to overheated power steering fluid that disabled the power steering. Transmissions and rear differentials failed after many attempts to free the ambulances from snow. To replace the vehicles that were taken out of service, we had 75 spare ambulances available when the storm began. All of that spare capacity was utilized by Monday morning and by evening on Tuesday, December 28th, we had almost no spares available.

The increased call volume and shortage of operating ambulances increased response times to all categories of calls. As I indicated earlier, our call volume surged in virtually all medical categories. Our most critical calls -- for cardiac arrest and choking -- were 44% above average on December 26th, 85% above average on December 27th and 42% above average on December 28th. In raw numbers, this translated to 122 Segment 1 calls on the 27th and 94 such calls on the 28th. We had been averaging about 66 Segment 1's per day in November 2010.

This surge in call volume, along with the other difficulties I mentioned, drove up response times. Where Segment 1 was the "initial" call type, we had been averaging EMS response time of about 5 minutes and 15 seconds. On December 27th, that rose to nearly 55 minutes. We were able to reduce response time to under 19 minutes by December 28th. These response times do not include the medical responses of our CFR-d engine companies, which sometimes arrived at these calls sooner than EMS. Including CFR-d responses, our average response time to Segment 1 calls was under 47 minutes on Monday, December 27th and about 15 minutes on Tuesday the 28<sup>th</sup>.



As you know, we experienced severe backlogs of calls from nighttime on December 26th through nighttime on December 28th. Our call backlog escalated to nearly 1,400 at its peak on December 27th, and remained above 1,000 for over 11 hours.

### *New Approaches*

As I stated earlier, the Department is conducting a thorough after-action review and is participating actively in the Mayor's Office of Operations review of the City's overall performance. Through these review processes I am certain we will discover ways of improving our operations and procedures and I look forward to sharing those plans with you in the near future.

In the meantime, we will implement several measures immediately to address issues that came to light during the blizzard. In particular, we are already in the process of revising our EMS and Fire Standard Operating Procedures for winter and cold weather operations. We are placing more focus on integrating EMS and Fire Operations resources, for example, sharing tools, personnel and towing implements between Fire and EMS units so that patients can be removed and transported as quickly as possible.

All of our EMS ambulances are being outfitted with sled-like devices for moving patients called "skeds" and we are procuring more tow straps for our apparatus so they can more quickly assist other FDNY vehicles that are stuck in the snow. And for our ambulances, we plan to pilot a flat tire-hugging snow chain during snowstorms of eight inches or greater. We hope that these lighter chains will, as advertised, just fall to the ground when they break. The reason we discontinued using chains 15 years ago was that a large portion of the ambulance fleet sustained damage to the body and components when the chains broke. Some vehicles sustained major damage to the brake system and rear-end components.

I would also make earlier use of our eight brush fire units. As I stated, we activated two of these 4-wheel-drive units on Staten Island Sunday and the others over the next two days. In the face of another major storm, I would activate all of them immediately to assist our fire and EMS units.

Finally, during a severe snow storm or weather emergency in the future, I would also activate our Incident Management Team (IMT). The IMT – comprised of senior fire and EMS personnel specially trained in logistics, communications and other areas -- is typically utilized for catastrophic fires or other emergencies (for example, our IMT was deployed to New Orleans after Hurricane Katrina), but has not been initiated in New York City during a blizzard or snow storm. An IMT would allow us to manage and maximize our available resources, and coordinate even more closely both internally and externally in the event of a major storm. For example, members of the IMT logistics section would manage supplies, personnel and all resources for the duration of the incident, while members of the planning section would focus on internal and external communications.

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### *Conclusion*

FDNY's Firefighters and EMS personnel performed admirably under the very difficult conditions caused by this blizzard. Our ongoing review of what occurred will inform and guide our efforts to improve the Department's performance in the future.

As always, we are committed to ensuring the safety of the communities we serve. I would be happy to take your questions at this time.



**NEW YORK CITY**

**OFFICE OF EMERGENCY MANAGEMENT**

**TESTIMONY OF COMMISSIONER JOSEPH F. BRUNO**

**Before the New York City Council Committees on Public Safety,  
Sanitation and Solid Waste Management, Oversight and  
Investigations, and Fire and Criminal Justice Services**

**January 10, 2011**

## **Event Description**

I'd like to take you through the events leading up to and during the storm.

As previously mentioned, we are always talking to the National Weather Service. And on Friday, December 24<sup>th</sup>, National Weather Service predicted 3 to 5 inches of snow with a forecast confidence of 50%. This did not meet our activation threshold. However, we continued to monitor forecasts and keep agencies informed of the latest forecasts. By midnight on Christmas Eve, the forecasted snowfall had increased to 6–8 inches, and it continued to grow through the morning and early afternoon of Saturday the 25<sup>th</sup>. This predicted snowfall met our plan threshold so we notified agencies and command centers, convened the Winter Weather Steering Committee which consists of thirty-plus agencies, and prepared to open the City's Emergency Operations Center.

The purpose of the EOC is to bring all of the agencies involved in a response together to provide the City with a common operating picture, and to identify and solve problems. In addition, when an agency needs assistance to do its job, it can request resources through the EOC, and we will get them from other City agencies, neighboring counties, states and the federal government, and from the private sector.

On Christmas Day minutes before our scheduled 4pm call with the Winter Weather Emergency Steering Committee, the National Weather Service issued a Blizzard Warning and predicted 9 to 14 inches of snow in New York City with a forecast confidence of 60% allowing us to discuss the change with the thirty-plus agencies on the call including the National Weather Service.

When the Blizzard Warning was issued we notified our partners in the private and human services sectors and reached out to the public through Notify NYC and social media.

The Winter Weather Emergency Steering Committee met again at 12 noon on December 26<sup>th</sup>. During that discussion, the National Weather Service described for the first time a worst-case scenario of up to 20 inches of snow. The heaviest snow was forecasted to arrive around 5pm. As we all know now, the snow began earlier than we anticipated. However, all agencies reported on time and we were fully staffed with representatives from Police Department, Fire, Sanitation, Department of Transportation, Metropolitan Transportation Authority, Department of Buildings, Department of Housing Preservation and Development, Con Edison, National Grid, and the New York State Office of Emergency Management.

This was a ferocious storm. In addition to dumping more than 20 inches of snow across the City, it brought hurricane-force winds and temperatures below freezing for several days. This was the sixth largest snowstorm ever recorded in NYC, and it dropped more snow on Brooklyn and Staten Island than any storm in modern history. The intensity of the storm, coupled with its arrival on one of the busiest travel days of the year, created significant challenges for the City.

## **During the Storm**

As the snow fell we worked to collect and share information with City agencies, regional partners, businesses, and the public. We maintained contact with our partner agencies who provide services to the special needs population in NYC, including MTA Paratransit, Department for the Aging, End State Renal Disease Network, Human Resources Administration, American Red Cross and the

With respect to snowbound ambulances: We were too slow to recognize that the strategy we had in place wasn't enough. We lost time in getting the right focus on the problem and getting in place the equipment we needed to solve it. We need to react immediately and effectively to any report of a stuck ambulance. We did not establish the task force quickly enough.

In addition, we didn't know how bad conditions were on the ground, especially in southern Brooklyn and Staten Island. We need more and better tools to understand conditions in real time.

Our personnel and equipment need to be ready to be deployed well before they are needed.

Did we do a good job? There is no way we can see the results that we see here and say that we did the job that is expected of us. Our team is deeply committed to performing up to that standard and we will make whatever changes are necessary to achieve that.

Thank you again for this opportunity to speak with you. I am happy to answer any questions.

# Uniformed Sanitationmen's Association

LOCAL 831  
affiliated with  
INTERNATIONAL BROTHERHOOD OF TEAMSTERS



HARRY NESPOLI  
President

DENNIS SCHOCK  
Vice-President

MICHAEL BOVE  
Secretary-Treasurer

ANTHONY LENZA  
Recording-Secretary

ANTHONY RODRIGUEZ  
Trustee

THOMAS BACIGALUPO  
Trustee

WILLIAM CORCORAN  
Trustee

Chairwoman James, Chairwoman Crowley, Chairman Vallone, and Chairman Williams and all committee members

I am Harry Nespoli, president of the Uniformed Sanitationmen's Association (USA), Local 831, International Brotherhood of Teamsters. USA represents 5,900 hardworking men and women who are charged with keeping the City's streets free of both refuse and snow. With respect to snow removal, my members are responsible for clearing more than 6,300 miles of streets across the five boroughs.

The members of the Uniformed Sanitationmen's Association perform an essential service for the residents of the City of New York and risk grave physical injury as they provide this service. The members show their care for every neighborhood in the City every working hour of the day. For that reason, about 5000 Uniformed Sanitation workers reported to work on the day after Christmas, 2500 at 7 a.m. and 2500 on the next shift at 7 p.m. to start battling snow. We worked 14 hour shifts in dangerous conditions in an effort to clear debris, snow and ice or whatever else may prevent ambulances, fire trucks, police cars from responding to emergencies. Since December 26<sup>th</sup>, my members have worked around the clock to clear the

City's streets and have pledged to continue until all snow and debris has been removed.

We are here to discuss the City's efforts to clean up the snow during the blizzard of December 2010. I want to make it clear that the members of Local 831 did not participate in an organized work stoppage or slowdown. My members were and are out there working. My members were and are out there plowing. And my members are now out there hauling garbage.

This Union supports our workers doing their jobs to the best of their ability and to fulfill their obligations to the City of New York and all of its residents. A slowdown or work stoppage not only violates the law but it would hurt the very legacy and credibility of our union. In fact, the suggestion of a slow down is insulting to the men and women that are working to clear the streets right now.

Since this past Spring I have raised the question as to whether the current number of Sanitation workers was sufficient to effectively handle the snow removal needs of the City. I asserted then and still contend that 5,900 uniformed Sanitation workers is not enough to clear snow as quickly as the City of New York demands and deserves. I have spoken to many members of this Council and explained to them that the City of New York should have at minimum a 6,300 Uniformed Sanitation worker headcount to ensure that we could manage the most severe of storms or blizzards in the most efficient and effective manner. In addition, with the gift of hindsight, it would have been helpful to call a snow emergency to alert the public of the impending

blizzard for both safety purposes and to reduce the number of vehicles on the road.

However, the fact of the matter is that New York City was hit with a blizzard. Difficulties mounted as cars and buses became stuck in the streets, further hampering removal efforts. With snow coming down at a rate of three inches an hour and plows unable to maneuver through the streets --- we were never going to catch the storm, much less get ahead of it.

To conclude, I would like to reiterate my faith in the men and women that comprise Local 831. I believe with all of my heart that they followed the orders issued by their supervisors and used all of their diligence to combat one of the worst blizzards in the history of our City. This workforce does not turn around and intentionally jeopardize the safety of the people in New York City. We always have been there and always will be there for New Yorkers.

Thank you. I am available to answer questions.



**UNIFORMED**  
FIRE DEPARTMENT, CITY OF NEW YORK  
**FIRE OFFICERS**  
LOCAL 854, INTERNATIONAL ASSN. OF FIREFIGHTERS, AFL-CIO  
**ASSOCIATION**

**225 BROADWAY \* NEW YORK, NY 10007 \* SUITE 401**  
**TEL: (212) 293-9300 \* FAX: (212) 292-1560 \* WWW.UFOA.ORG**

**TESTIMONY BY CAPTAIN ALEXANDER HAGAN, PRESIDENT**  
**UNIFORMED FIRE OFFICERS ASSOCIATION**  
**BEFORE THE COMMITTEE ON OVERSIGHT AND INVESTIGATIONS**  
**JANUARY 10, 2011**

My name is Patrick Reynolds, and I'm a Captain in the New York City Fire Department. I am testifying today on behalf of Captain Alexander Hagan, President of the UFOA. I also serve as the Recording Secretary of the Uniformed Fire Officers Association, a union of over 2,500 lieutenants, captains, battalion chiefs, deputy chiefs, supervising fire marshals and medical officers of the FDNY.

We appreciate the invitation from Speaker Quinn and the committee chairs to speak on the recent blizzard and the difficulties encountered by the FDNY.

The "can-do" spirit of the officers and firefighters of the FDNY was self evident during the duration of the snowfall and the days afterwards. There is a difference between "can-do" and "make do" that the members of the council are acutely aware of. The recent rescinding of the proposal to reduce night time staffing by 20 fire companies avoided a 'make-do' situation. Every company was needed in this recent snowstorm to be available to provide the citizenry with fire and emergency protection. Additionally, the department proactively staffed all 198 engine companies with a fifth firefighter to provide the needed staffing to cope with expected conditions of a major snowfall.

Fire units responded to 18 serious fires including one 5<sup>th</sup> alarm in Queens. In light of a 1000-plus call backlog experienced by the UCT system, fire companies spent hours upon hours with patients until an ambulance arrived or, in extreme cases, a decision to transport patients on a fire apparatus was made to save lives. Units had to provide snow removal to numerous vehicles including ambulances. Countless examples of fire trucks towing out ambulances from snow drifts have been reported.



— AFFILIATED WITH —

NEW YORK STATE AFL-CIO  
NEW YORK CITY CENTRAL LABOR COUNCIL AFL-CIO \* MARITIME PORT COUNCIL OF  
GREATER NEW YORK & VICINITY \* UNION LABEL & SERVICE TRADES COUNCIL OF  
GREATER NEW YORK & LONG ISLAND \* NATIONAL SAFETY COUNCIL

A well earned thank you from the Fire Commissioner was distributed throughout the fire department commending the members for their heroic work.

Adequate staffing was successful to the Fire Department's effort. With the full compliment of fire units in service, something that may be in jeopardy in the upcoming fiscal year, the department was still stressed throughout the period of the blizzard. Calls for help were not answered in the usual timely manner. Units spent inordinate amounts of time travelling back and forth to alarms because of street conditions. Operations at fires are always hampered during heavy snow requiring additional staffing to fight fires.

The UFOA strongly urges the council to keep the fire department fully operational and staffed as it is today in the upcoming fiscal year. Unplanned-for events are what first responders prepare for, to the best of their ability. Equipment, staffing and operational readiness are what gets the job done on each and every occasion.

The UFOA would like to thank the committees for this opportunity to testify and I am available for questions from the members of the City Council.



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AFFILIATED WITH

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NEW YORK STATE AFL-CIO  
NEW YORK CITY CENTRAL LABOR COUNCIL AFL-CIO \* MARITIME PORT COUNCIL OF  
GREATER NEW YORK & VICINITY \* UNION LABEL & SERVICE TRADES COUNCIL OF  
GREATER NEW YORK & LONG ISLAND \* NATIONAL SAFETY COUNCIL



## **Uniformed Fire Alarm Dispatchers Benevolent Association**

139 Fulton Street - Suite 315

Manhattan New York 10038

Phone 212-779-2799

Fax 212-779-2499

To:

**The New York City Council**

COMMITTEE ON SANITATION AND SOLID WASTE MANAGEMENT

Hon. Letitia James, Chair

COMMITTEE ON PUBLIC SAFETY

Hon. Peter Vallone, Jr., Chair

COMMITTEE ON FIRE AND CRIMINAL JUSTICE SERVICES

*Hon. Elizabeth Crowley, Chair*

COMMITTEE ON OVERSIGHT AND INVESTIGATIONS

*Hon. Jumaane D. Williams, Chair*

From: Brian Kuntz, President, Uniformed Fire Alarm Dispatchers Benevolent Association

Date: January 10<sup>th</sup>, 2011

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Good Day Chairpersons & Committee members. Please except the following as testimony in regards to the operational deficiencies experienced during the blizzard December 26<sup>th</sup>, 2010. For all purposes and to the best of my knowledge the timing this storm have been that it started at 1 p.m. Sunday December 26<sup>th</sup>, 2010 and ended at 11:59 p.m. Wednesday December 29<sup>th</sup>, 2010. All references will be within these parameters. There are two major issues that Fire Alarm Dispatchers contend with on a daily basis but were heightened during the blizzard. First is the Unified Call taker System ( UCT ). The second is the Public Safety Answering Center ( PSAC ). I will address them in this order.

The UCT system remains totally obstructive to FDNY communications as well as fire companies. During the blizzard UCT electronically transmitted 4,477 incidents to FDNY dispatchers. Of these fire trucks were sent to 2,134. Of the remaining 2,343 incidents there were 150 that were duplicate calls for existing alarms. Therefore 2,193 incidents (48.9 %) were needlessly reviewed by FDNY communications, taking time away from processing civilians' valid calls for help. This produced an unnecessary strain on the CAD system (starfire) causing the system to respond adversely to its programming. The most prominent example is the 5 alarm fire that occurred in Corona Queens on December 27<sup>th</sup>. The 1<sup>st</sup> due engine and 1<sup>st</sup> due ladder company instead of being assigned were placed in a "held" status which delayed their response.

Just to be clear when there is an incident waiting to be dispatched the CAD will keep a unit "held" to a particular incident. Since the inception of UCT and the volume of incidents being put into the system the CAD keeps units "held" but not to any incidents. This requires a dispatcher to manually have to force the unit into "available" status using a unit update screen which needless to say is a further delay in the FDNY response. Incidents were received with little or no information therefore inhibiting fire dispatchers from effectively managing our resources. This is in addition to incidents that never should have been sent at all such as hydrants blocked by snow, abandoned vehicles etc. Essentially the overwhelming amount of incidents being put into the system causes it to become clogged and confused. Pre UCT non essential incidents during times of high fire traffic were put into the CAD as local fire companies were available to handle them. These would be trees/wires down, water leaks from rain or snow etc. In other words a fire truck from downtown Brooklyn would not be sent to Coney Island to handle a broken tree limb. FDNY dispatchers in this UCT system have our hands tied. We have no way to manage the incoming information, as vague as it is. All this is in addition to the other 11,000 or so calls the dispatchers had to handle. Prudence would demand that when a storm hits NYC or its just a busy time that the UCT program be suspended until such time as most of the fire companies are in service after an event be it weather related or whatever the circumstance is so that we can provide the services that residents have come to expect.

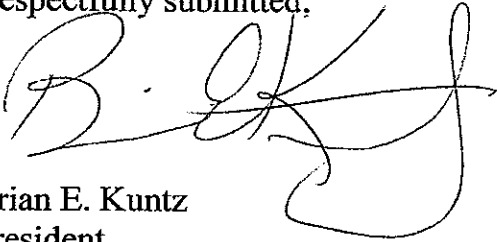
In regards to PSAC this is the most ineffective unprofessional and uncontrollable operation a fire dispatcher has to work in, it verges on inhumane. To start there are no facilities in this building at 11 Metrotech Center to handle any type of emergency that would require prolonged occupancy. As many of you are aware many people could not navigate the city by car, train or bus during this blizzard. That left dispatchers basically stranded at PSAC with no facilities to hold personnel over in between tours so they may return to work for their next shift. Some of the people who were fortunate enough to get out so they could find food and a place to sleep could not get back to work. There is no facility to prepare food, another requirement when the city is shut down. A little history about fire communications, before the PSAC opened there was 1 communication office in each of the 5 boroughs. They functioned in a traditional firehouse lifestyle. There was a kitchen to prepare meals. There were areas in each building that dispatchers could rest when they are being held over between tours. It was not uncommon to dispatchers to arrive early, sometimes by a whole tour for work. When storm warnings were issued preparations were immediately made for the procurement of personnel as well as food, water etc. so that there was no disruption in service and people were prepared to stay as long as they needed to. Sometimes 2 or 3 days. We have been told over and over again that "we are working on it" or "the second floor will be renovated when PD moves up to the third floor and you will have all the facilities you need". Then there are the system issues. A telephone system that still does not function properly called VESTA. A two way radio that regularly bleeds one boroughs transmissions over another. A host of other problems that prevent anyone from completing any administrative task on a computer in a timely manner. The Cities ECTP demanded that all these systems be networked together and that is the reason that nothing in the PSAC functions properly. NOTHING does. Although I do not doubt there are some in management that are working on these issues the fact remains that there is still no date that the PD communications will move upstairs. This is in addition to the logistical deficiencies that exist on the operations floor. It has been told to myself that when PSAC 2 is completed PSAC 1 will close so that all of the mistakes can be fixed to improve operations. However as we are all aware there is no longer any idea when PSAC 2 will even be

built. Which means at least for the foreseeable future the PSAC will remain incapable of handling fire dispatch operations EACH & EVERY time the city is in crisis.

These problems can all be solved very easily by the way and with virtually no cost to the city. Shut down fire dispatch operations at PSAC 1 and relocate Manhattan operations to the Bronx Central Office and Brooklyn & Staten Island operations to the Queens Central Office. These facilities are all ready to go into service at a moments notice. They are actually far better prepared to handle all the needs of fire dispatchers than PSAC 1. This should be a serious consideration for committee members concerned as it will insure that there will be no operational impact like there is at PSAC 1.

Thank You for the opportunity to speak today and if I can be of assistance to anyone please feel free to contact me at 212-779-2799 as your convenience.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'B. E. Kuntz', with a large, stylized flourish extending from the end of the signature.

Brian E. Kuntz  
President

**TESTIMONY OF THE WESTERLEIGH IMPROVEMENT  
SOCIETY TO THE CITY COUNCIL HEARING ON SNOW  
REMOVAL FOLLOWING THE DECEMBER 26, 2010  
BLIZZARD**

**MICHAEL MORRELL, PRESIDENT**

**Good Afternoon, my name is Michael Morrell, and I represent the Westerleigh Improvement Society, a civic association on the north shore of Staten Island.**

**Our community is comprised overwhelmingly of one family homes on residential streets. We are represented by Council Members Debi Rose and Jim Oddo. The removal of snow from our neighborhood streets is normally completed with a day or two of any large snow storm. The Department of Sanitation usually does a very adequate job of plowing and salting in each snow event even though some of our streets are very narrow and difficult to maneuver.**

**The recent storm was a totally different story. One of our members who chronicled the events of December 26 to 30 reveals an almost total misuse of resources by Sanitation. The first plowing of secondary streets occurred on Wednesday, December 29, two and a half days after the storm ended. But once the plowing started it never abated. Repeated passes by plows and salt trucks were made so often that only asphalt was being plowed and sparks would fly from the pavement. No supervisory presence was directing these plows to streets that were totally clogged from the ones that no longer needed attention.**

**It is clear that much needs to be reviewed by the city administration in handling snow emergencies. Early deployment of equipment and careful monitoring of the cleanup progress is essential. But it was apparent during the latest storm that both of those requirements were lacking. The mayor and his commissioners must overhaul the way the city's response to a snow emergency is handled to avoid the chaos of late December.**

**TESTIMONY OF FRAN VELLA-MARRONE  
PRESIDENT OF THE DYKER HEIGHTS CIVIC ASSOCIATION  
NYC COUNCIL OVERSIGHT HEARING EVALUATING THE  
CITY'S RESPONSE TO THE DECEMBER BLIZZARD OF 2010  
MONDAY, JANUARY 10, 2011**

I would like to thank the City Council for your invitation to testify before you today. I have always believed that I live in the greatest community in the greatest city in the world, that being Dyker Heights Brooklyn. Dyker Heights is a residential community made up of hardworking middle class taxpaying residents. Communities such as this make up the backbone of the City of New York. Many of you may be familiar with the beauty of Dyker Heights especially during the Christmas Season with the festive Christmas lighting displays of our homes which has been widely recognized with thousands visiting each season.

I am proud to be a resident of Dyker Heights and never hesitate to tell people about our community. But the blizzard of December 2010 and the lackluster response to its clean-up in the days following the blizzard prompted many to describe Dyker Heights as Armageddon. We were totally cut off. The streets had not been plowed, cars, city buses and trucks were left stranded on our local streets. There was no mass transportation for days. No bus service and no subway service as the N line was not operating as well as the nearby D line. Dyker Heights is traditionally a two fare zone that is underserved by mass transit and is heavily dependent on bus service. The only mode of transportation was on foot which was not safe due to the snow drifts and ice. Residents were literally stranded. There were no deliveries to local merchants, no one could get to work or go to medical appointments. Emergency response such as fire and ambulance was impeded. Oil trucks could not make deliveries, nursing homes were unable to

transport patients for medical treatment, senior citizens were frightened that they could not make doctor's appointments or receive emergency medical service. Residents who are dependent on deliveries for life sustaining equipment and supplies such as oxygen or other medical supplies were concerned that these deliveries could not be made and no emergency responders would be able to access them. This was a serious and frightening time in Dyker Heights.

What happened? Where were the plows? Where were the salt trucks? Why was a snow emergency not declared? Why weren't primary roads such as 13<sup>th</sup> Avenue and Ft. Hamilton Parkway plowed? Why were we forgotten? Why wasn't CERT mobilized? Was there a slow-down perpetuated by the sanitation union as was being described in the media? Was Dyker Heights a "target" of this slow-down which was also being reported by the media? Was there a management failure? Nearby Bay Ridge which is in the same sanitation district had received better service. Why?

If it were not for a response by our local police precinct, elected officials, community board, community groups and residents, I believe there would have been no response to our plight. As usual, we took matters into our own hands and made things happen. We declared our own snow emergency. I thank God that I live in such an active community and I am proud of the people that make up the community.

The 68<sup>th</sup> Police Precinct Community Council along with Community Board Ten worked with local residents via email and telephone to compile a "no plow list" which was given to the 68<sup>th</sup> Police Precinct commander, Deputy Inspector Rodriguez, who mobilized his command to clear the roads of all vehicles. They closed down 13<sup>th</sup> Avenue and other streets where needed so as to clear the roads of the stranded vehicles and then coordinated with sanitation to plow the streets. This was done in a methodical manner block by block. They used every



effort possible to remove the stranded vehicles whether it was by tow truck or by man power with police officers physically pushing the vehicles and all along the way keeping in contact with community leaders and local elected officials. I myself received numerous calls throughout the days following the blizzard from Deputy Inspector Rodriguez updating me on the progress he was making. The police also transported some individuals to the hospital who were in need of emergency attention.

Community Board Ten became command central with the district staff responding to numerous calls and emails from residents and communicating the needs and concerns of the community to the appropriate city agencies.

State Senator Marty Golden had his office open throughout the days following the blizzard responding to constituent complaints, assisting residents in need with snow removal, contacting the appropriate city agencies to expedite the clean-up, coordinating with the 68<sup>th</sup> Police Precinct and keeping the community up to date on the progress being made via email and telephone. Senator Golden contacted me numerous times throughout the days following the blizzard keeping me abreast of the progress being made.

Councilman Vincent Gentile's office was open to respond to constituent complaints. He was in contact with city agencies, in communication with the 68<sup>th</sup> police precinct and Community Board Ten, kept his constituents advised via the internet as well as drafted legislation to address the concerns of the outer boroughs. Councilman Gentile also called me to update me on the situation and his efforts.

I am very proud of and grateful for the response of my community. Once again, we faced an emergency situation and together we worked to make it better. But, this not sufficient. The residents of Dyker

Heights and all the communities in the city deserve better. Taxes and fees have increased. However, it seems that service has declined.

I have given you a retrospective view. We in Dyker Heights do not want to look back. We want to move forward. We want to know what will be done prospectively so as to never repeat this lack of response in the future. I still believe and so do the residents of Dyker Heights that we live in the greatest community in the greatest city in the world. I want to perpetuate this view and hope that confidence in city government can once again be restored.

Thank you.

1/10/2011

Sanitation Hearings Testimony  
51 Chambers Street  
New York, NY

My name is Tom Hernandez, a long time resident of the Fraser Section of Brooklyn. For those of you that are not familiar, Fraser is located in South Eastern part of Brooklyn, South of Brooklyn College, North of Marine Park between Flatbush and Nostrand Avenue. It is part of Community Board 18. I have been President of the Fraser Civic Association for 3 years and a member of Community Board 18. It is represented by 2000 families the majority of them Orthodox Jewish and from the Caribbean. Our Area, for the most part, is totally dependent on Surface Transportation, as there is no Subway Service here.

I want to thank Speaker Quinn, as well as Council Members, Fidler and Williams along with their staffs and all the members of the various City Council Committees for all their hard work in preparing for today's hearing and my invitation to give testimony today.

I want to begin by saying that I am not here today to give out any letter grades or to give my opinion of how I feel about how we were treated during this storm or to place blame on anyone or any city agency. I am here to deliver the facts and the facts are that our area just was not serviced as we deserved to be serviced, period.

I begin with a dairy of events as I saw them. On the Monday morning, when the last of the snow fell, we began to start digging out of the storm. We decided not to attempt to go to work, as the News Outlets strongly recommended that to stay home if we can, so we did. The subways were in bad shape so we exercised caution. We did not have an urgent need to go to work that day.

After clearing our entry stairs and sidewalk, I walked around our immediate area and was surprised to find at approximately 3 PM on that day, that the major Road, Flatbush Ave, was still not completely plowed and salted, still very icy and dangerous to drive. Kings Highway as well. Avenue L & Avenue K, major bus routes to Manhattan, subways and other parts of Brooklyn, had not been plowed at all, with dozens of stuck vehicles scattered throughout the Avenues. In one case, I along with my neighbors helped push a lady with 2 children get to Flatbush Avenue. Throughout that day, I sent emails to my contacts at the department of Sanitation, which in the past, I have gotten response, this time, I never heard back from them.

The next day, Tuesday December 28<sup>th</sup>, 24 hours after the last snow fall, my wife and I decide to go to work in the city. I normally take the B41 Bus to the Flatbush Junction. Still Avenue K & Avenue L still were not plowed therefore no bus service to the city and to the Kings Highway Subway Station. Flatbush Avenue was also still not completely serviced, still with layers of ice and limited to a one lane mess of traffic. The Buses that were running were completely full and taking forever to get to their destinations. With no other alternative, I walked the half mile to the Flatbush Junction on the icy street dodging buses and cars as the street was the only means to get to the subway station. Many of the sidewalks had not been shoveled and were impossible to

walk on.. A normally 12 minute walk turned out to be 45 minute walk from hell. Subway service was normal. When I arrived at Penn Station later, I was amazed but not surprised at how much better the conditions in Manhattan were along Seventh Avenue and the Side Streets. Going home that evening, the walk back home was a little better. I worked from home the next day, on Wednesday.

We now skip over to Thursday morning, Dec 30<sup>th</sup>, 3 days after the last snowfall, Flatbush Avenue was in better shape, still with traffic back and Full Buses, the Main Avenues K & L were finally plowed, but none of the side streets had been plowed, even once. I walked my wife to the station and did some shopping at the Brooklyn Junction. We noticed a News4 New York Truck at the end of one of side streets waiting for the city to finally plow that street. The street was eventually plowed later that day.

Later that evening, around 6:30 PM, I walked approximately 7 blocks to Beth Israel Hospital to visit a sick fiend and found that the most, if of side streets were still not completely plowed, with icy conditions making it dangerous to walk as well as drive. I elected to walk, but it did take twice as long to get there.

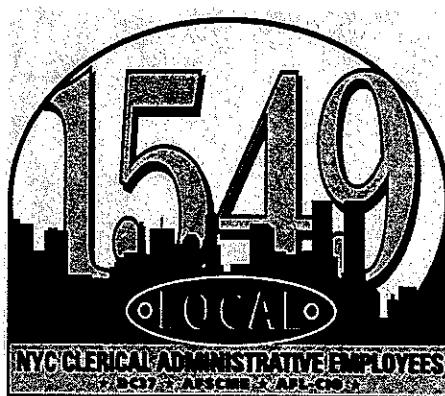
Throughout the week, I was in touch with our local elected officials and members of our community to help us with pushing the sanitation department to finally clear our streets. We were all surprised by the lack of response. We all agreed that the city just did not plan for this emergency properly. There was NO PLAN. Our street, East 36<sup>th</sup> Street, was finally plowed that Friday Morning, December 31<sup>st</sup>.

In closing, based on my testimony, you can all draw your own conclusion as to the city's response to this past snowstorm. I hope is that the Mayor and its commissioners resolve whatever problems there are and this lack of response never happen again. We pay taxes just like everyone else including Manhattan. We expect the same level of service.

Respectfully Submitted,

A handwritten signature in black ink that reads "Tomas Hernandez Jr." The signature is written in a cursive, flowing style.

Tomas Hernandez, Jr.  
President  
Fraser Civic Association  
1090 East 36<sup>th</sup> Street  
Brooklyn, NY 11210  
Tel: 917-559-3600  
Email: [thernandez@dbc-tech.com](mailto:thernandez@dbc-tech.com)



**Testimony  
by  
New York City Clerical-Administrative Employees  
Local 1549  
DC37, AFSCME, AFL-CIO**

**to the**

**Committee on Sanitation and Solid Waste Management  
Hon. Letitia James, Chairperson**

**jointly with the**

**Committee on Fire and Criminal Justice Services  
Hon. Elizabeth S. Crowley, Chairperson**

**Committee on Public Safety  
Hon. Peter Vallone Jr., Chairperson**

**Committee on Oversight and Investigations  
Hon. Jumaane Williams, Chairperson**

**&**

**Hon. Christine Quinn  
Speaker of the City Council**

**Monday, January 10, 2011**

**49-51 Chambers Street  
New York, New York 10038**

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**Eddie Rodriguez  
President**

**Alma G. Roper  
Executive V.P.**

**Ralph Palladino  
2<sup>nd</sup> Vice President**

**Greetings, Chairperson James, Chairpersons Crowley, Vallone and Williams, and members of the City Council.**

**New York City Clerical-Administrative Employees Local 1549 represents approximately 18,000 public employees in almost every city agency in New York.**

**On December 26, 2010, New York City was devastated by a massive and historic blizzard. Twenty inches of snow fell with whipping winds, creating chaos on our streets. The city was virtually shut down. Public, private and commercial transportation was at a standstill.**

**Yet, employees, including thousands represented by Local 1549 in the Police Department, Fire Department, Sanitation, H.H.C., 3-1-1 and numerous other agencies, made their way to work to serve the citizens of New York. Many walked miles through the storm at their own risk.**

**An army of 9-1-1 emergency operators, dispatchers and supervisors, in the Police Communication Technician (PCT) and Supervising PCT titles , braved the treacherous elements to get to 9-1-1's downtown Brooklyn operational headquarters or to a nearby police precinct (in accordance with Police Department procedure) for mobilization and transportation to 9-1-1 headquarters. They had no way**

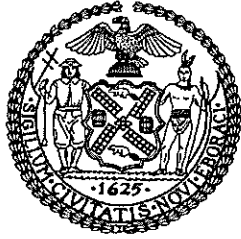
**of knowing what conditions they would be facing at work or whether they would be trapped indefinitely at their work location.**

**The city's 9-1-1 personnel risked their health and well-being because of their sense of duty and pride in what they do. The vast majority of 9-1-1 personnel reside and raise families in the city. Their concern for the city is reflected in the outstanding, and often thankless, job they do each and every day.**

**During a 48 hour period, while the effects of the storm raged on, 9-1-1 was inundated with nearly 100,000 calls for assistance!! Despite the voluminous number of calls, 9-1-1 personnel, working double tours, and already emotionally and physically exhausted, processed the calls with professionalism, efficiency and concern.**

**New York and New Yorkers have had more than their share of devastation over the past few decades, but 9-1-1 personnel have always risen to the occasion and performed magnificently. Their dedication and commitment remains on display.**

**Thank you .**



**COUNCILWOMAN**  
**DEBI ROSE**

***"The saga of the Administration that couldn't plow straight"***  
**One public servant's quest to find the truth in the snow**

**Blizzard Response Survey Results &  
Overview**

**January 10, 2011**



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## ***"The Saga of the Administration That Couldn't Plow Straight"***

### **One public servant's quest to find the truth in the snow**

The City's response to the December 26<sup>th</sup> snowstorm was abysmal, and unsurprisingly, Staten Islanders bore the brunt of the City's failure. Lucky residents were left stranded in their homes for days; the unlucky actually camped in the Staten Island Ferry Terminal because there were no buses to take them home. Adding insult to injury, many of my constituents lost wages because they were unable to get to work. This report details the experiences of Staten Islanders who were failed by the City of New York. I share it with you so that the voices of the "forgotten borough" can finally be heard.

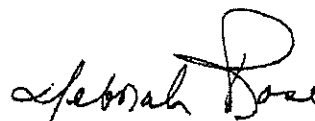
Many of my constituents struggle to understand how the City could fail so miserably to respond to a snowstorm that we all knew was coming. I share their frustration. We've come a long way since Mayor Lindsay's inept response to the blizzard of 1969. **"We know snow"**; the Department of Sanitation knows how to clear our streets and highways during a storm. In fact, just last February I had commended DSNY for their exceptional response to that incredible snowstorm. So what happened this time? Clearly, what we witnessed was a systemic failure. While the Department of Sanitation must answer some tough questions about its performance, the Office of Emergency Management, the MTA, and, quite frankly, the Mayor also must explain why they were so unprepared for this storm.

Again, this report explores the impact of the City's failed response to the snowstorm on Staten Island. More than 1,700 residents responded to this survey and more than 1,000 respondents took the opportunity to write additional comments on the survey. Here are a couple of highlights from the data:

- 78% of respondents were unable to leave their homes for two or more days
- 83% of respondents saw their first plow Midweek.
- 67% of respondents were unable to get to work and 42% of those workers lost pay

I hope today's hearing will give us all a better understanding of what went wrong on December 26<sup>th</sup>, so that we can ensure that this type of disaster never happens again. Please be in touch if you have any questions regarding the Staten Island report.

Sincerely,

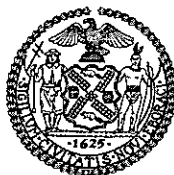


Debi Rose  
Council Member, 49<sup>th</sup> District

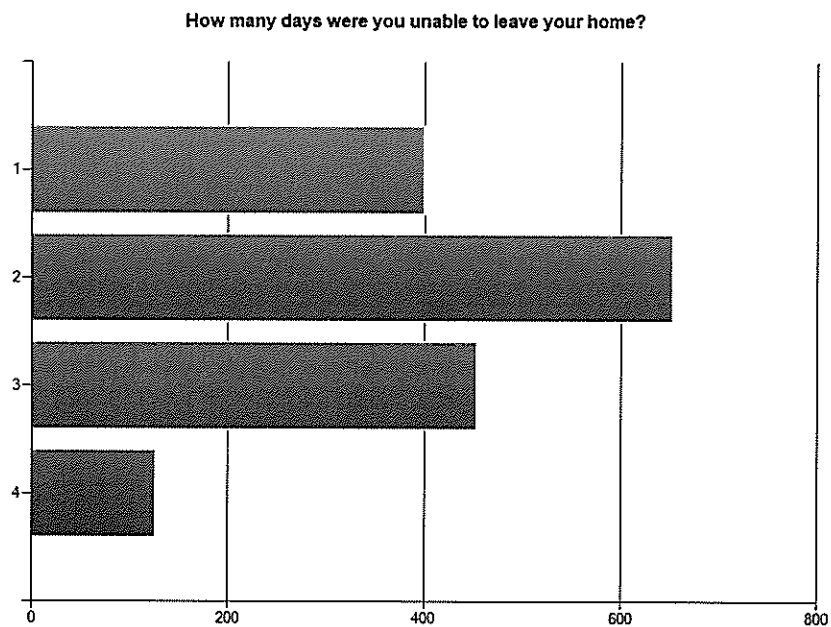
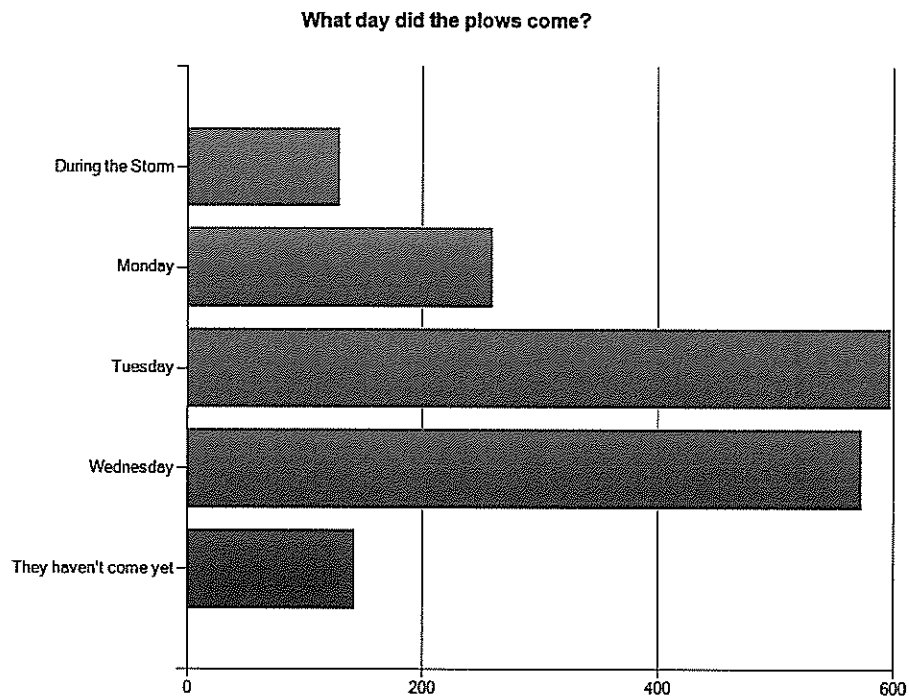
## Summary of Results

My office conducted a Survey in the days following the December 26<sup>th</sup> Snowstorm. We received over 1,700 responses and the results provide insight to problems residents encountered with the clean up effort. Listed below is a culmination of the most alarming statistics:

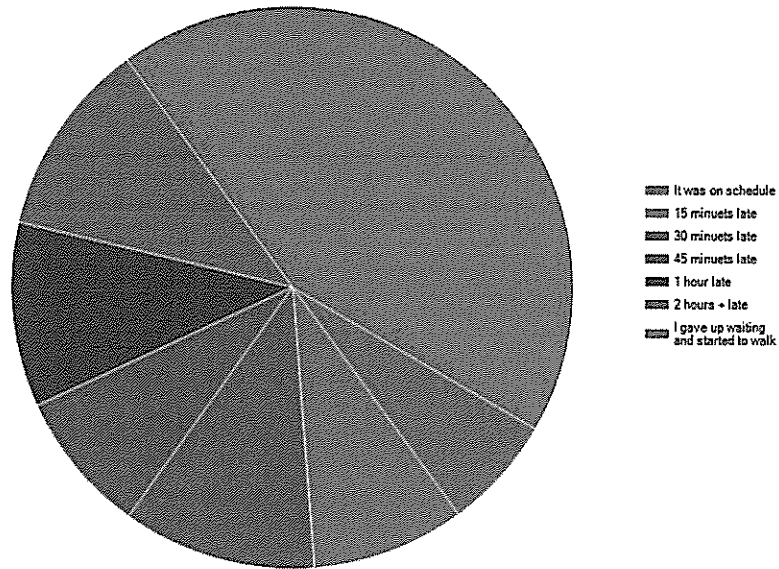
- **78%** of respondents said they were **unable** to leave their home for **2 or more days**.
- **67%** of respondents were **unable to get to work** with **42%** of those people **losing pay**.
- **83%** of respondents said plows ***did not come*** until Midweek.
- **56%** of respondents saw a broken down/stuck vehicle, but **63%** of those who did see one, saw it on Tuesday. This contradicts the Mayor's reasoning on Sunday when he said the streets were impassible due to blocked streets.
- **45%** of respondents that took mass transit ***gave up waiting*** for a bus to arrive and didn't reach their final destination with another **23%** waiting over an hour.
- **60%** of respondents who called 311 were **unable to get through** with another **29%** saying the line was **continuously busy**.
- **43%** of those who called 911 said they waited for ***hours*** for help.
- **98%** were **unable to take the Mayor's advice** and see a Broadway show.



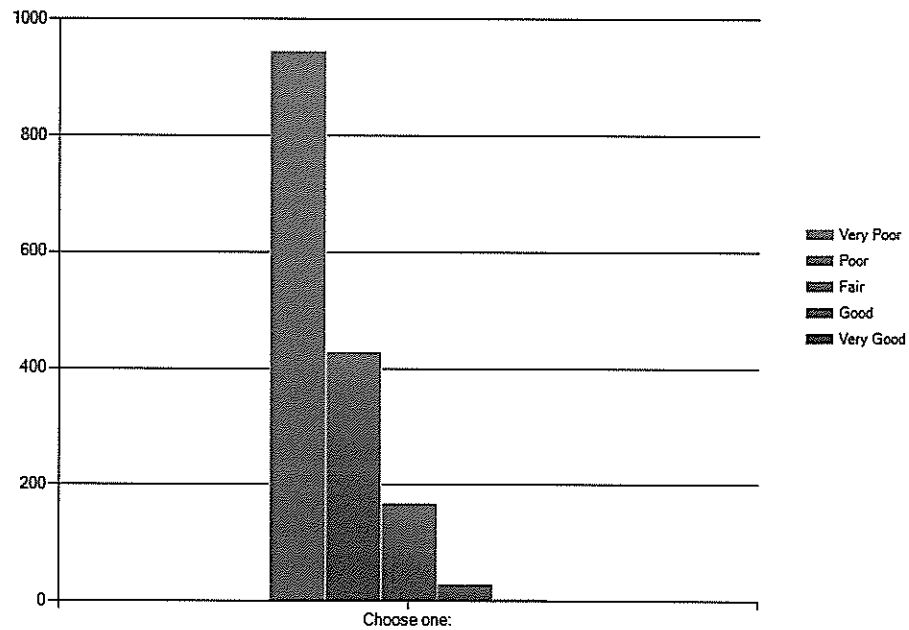
**Displayed below is a selection of graphics that depict the results of some of the questions posed in the survey:**



How long did you wait for a bus/train?



How would you rate the response of OEM (Office of Emergency Management)



# Councilwoman Debi Rose - Survey on Blizzard Response



## 1. What's your Zip Code?




	Response Count
	1,728
answered question	1,728
skipped question	0



## 2. Specifically, what town do you live in?



	Response Count
	1,705
answered question	1,705
skipped question	23






## 3. What day did the plows come?



	Response Percent	Response Count
During the Storm	8.2%	131
Monday	16.4%	261
Tuesday	37.9%	603
Wednesday	36.3%	578
They haven't come yet	9.0%	143
answered question		1,592
skipped question		136

4. Were you unable to get to work?			
		Response Percent	Response Count
Yes		40.3%	641
No		35.6%	566
I didn't try		26.6%	424
answered question			1,592
skipped question			136

5. If No, did you lose pay?			
		Response Percent	Response Count
Yes		41.4%	503
No		58.6%	712
answered question			1,214
skipped question			514






6. Were you aware of/did you see any stuck or abandoned civilian vehicles?			
		Response Percent	Response Count
Yes		56.3%	896
No		44.4%	707
answered question			1,592
skipped question			136

7. If yes, what day did you see it?			
		Response Percent	Response Count
Sunday		33.5%	304
Monday		67.6%	613
Tuesday		63.4%	575
Wednesday		29.7%	269
Other		6.4%	58
answered question			907
skipped question			821


8. Were you aware of/did you see any broken down or stuck snow removal vehicles?			
		Response Percent	Response Count
Yes		28.8%	459
No		71.4%	1,136
answered question			1,592
skipped question			136







9. If Yes, on what day?

		Response Percent	Response Count
Sunday		20.9%	98
Monday		54.9%	258
Tuesday		49.4%	232
Wednesday		15.1%	71
Other		6.4%	30
answered question			470
skipped question			1,258

10. Did you lose power at any point? If yes, what day?

		Response Percent	Response Count
Sunday		51.6%	33
Monday		42.2%	27
Tuesday		9.4%	6
Wednesday		12.5%	8
answered question			64
skipped question			1,664

**11. How many days were you unable to leave your home?**

		Response Percent	Response Count
1		25.1%	399
2		41.0%	652
3		28.5%	453
4		7.9%	125
answered question			1,592
skipped question			136

**12. How would you rate the Mayor's response**



	Very Poor	Poor	Fair	Good	Very Good	Rating Average	Response Count
Choose one:	71.2% (1,120)	20.5% (323)	6.1% (96)	1.9% (30)	0.3% (5)	1.40	1,574
answered question							1,574
skipped question							154

**13. How would you rate the response of the MTA**

	Very Poor	Poor	Fair	Good	Very Good	Rating Average	Response Count
Choose one:	55.5% (874)	26.7% (420)	14.5% (228)	3.0% (47)	0.3% (5)	1.66	1,574
answered question							1,574
skipped question							154

14. How would you rate the response of OEM (Office of Emergency Management)							
	Very Poor	Poor	Fair	Good	Very Good	Rating Average	Response Count
Choose one:	60.0% (944)	27.2% (428)	10.7% (168)	1.9% (30)	0.3% (4)	1.55	1,574
answered question							1,574
skipped question							154



15. How would you rate the response of the Department of Sanitation?							
	Very Poor	Poor	Fair	Good	Very Good	Rating Average	Response Count
Choose one:	71.8% (1,130)	16.8% (265)	7.9% (124)	2.5% (40)	1.0% (15)	1.44	1,574
answered question							1,574
skipped question							154

16. Did you call 311?			Response Percent	Response Count
Yes			43.2%	680
No			57.4%	903
			answered question	1,574
			skipped question	154



17. If yes, were you able to get through?			
		Response Percent	Response Count
Yes		19.2%	135
No		59.9%	422
Line was busy		29.1%	205
answered question			704
skipped question			1,024

18. Did you call 911?			
		Response Percent	Response Count
Yes		1.7%	27
No		98.3%	1,547
answered question			1,574
skipped question			154








19. If yes, did you get a prompt response?			
		Response Percent	Response Count
Yes		27.9%	19
No, it took hours		42.6%	29
I had to repeatedly call for help		35.3%	24
answered question			68
skipped question			1,660

<b>20. Did you attempt to take mass transit?</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Yes		33.6%	527
No		67.2%	1,053
answered question			1,567
skipped question			161



<b>21. If yes, what was the bus route number?</b>		<b>Response Count</b>
		521
answered question		521
skipped question		1,207



<b>22. Was the bus stop clear of snow/ice?</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Yes		4.3%	36
No		95.9%	799
answered question			833
skipped question			895

**23. How long did you wait for a bus/train?**

		<b>Response Percent</b>	<b>Response Count</b>
It was on schedule		6.8%	40
15 minuets late		9.2%	54
30 minuets late		11.5%	68
45 minuets late		8.5%	50
1 hour late		11.0%	65
2 hours + late		11.7%	69
I gave up waiting and started to walk		44.9%	265
answered question			590
skipped question			1,138

**24. Were you able to reach your final destination?**

		<b>Response Percent</b>	<b>Response Count</b>
Yes		53.1%	364
No		46.9%	321
answered question			685
skipped question			1,043

<b>25. The Mayor advised New Yorkers to go and see a Broadway play. Were you able to get out to a show during the cleanup?</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Yes		2.4%	37
No		97.7%	1,494
answered question			1,529
skipped question			199

<b>26. Please send us any additional comments</b>		
		<b>Response Count</b>
		1,158
answered question		1,158
skipped question		570

## **A compilation of Constituent's Comments**

**12/29/10** - None of the major streets were fully clear on Wednesday morning in our area. Bus transit still VERY slow on Wed. waited 50 minutes ; waited over an hour Tuesday am. at the regular stop, learned from a neighbor of the detour and then waited 45 min at the "detour" stop - no S46; went back home.

**12/30/10** - My office was closed on Monday but I stayed home on Tuesday even though we were open. I live off of Franklin Avenue toward the top of the hill and did not want to brave my way down to Richmond Terrace to the bus stop for the S40/S44 and find out no buses were running.

**12/30/10** - My street - Park Place - was not plowed until early Wednesday morning (after midnight on Tuesday). Neither was my mother's - Eadie Place, which is also off of Franklin Avenue.

**12/30/10** - This morning when I left to walk to the bus a plow was coming up my street around 10 a.m. but was not touching any of the snow on the street. They did not have the plow down.



**12/30/10 - Two plows got stuck on my block, could not get off the hill. Many Elderly people live up here, and there was no way for emergency vehicles to get on our street. On Mon @ 4:15pm the FDNY could not respond with trucks to a gas smell on Diana Trail because the trucks could not make the turn on the unsalted/unplowed roads. Four fireman had to walk up the huge incline, and up the strret to respond. What if this was a fire? the whole hill would burn down because no one can get up here? Something needs to be done to respond more quickly to the dangerous conditions that prevent the residents of emerson hill to leave**

**12/30/10 - The efforts of the Mayor's office were horrible. The streets are blocked still, and due to the number of cars that are stuck in the snow, it is going to take a while for these streets to get cleared. Sanitation did a much better job during the storm that we had in February, 2010.**

**12/30/10 - The plows for my neighborhood in West Brighton did not come until 3:30pm on Tuesday 12/28/2010. When we were finally able to get out of the house to run some errands, I noticed that many of the side streets near our grocery store were not sufficiently plowed. The car was swerving on narrow side streets where we could have hit parked cars. This needs to be addressed in further hearings and stated council meetings!**

**12/30/10** - I saw no plows on Monday and only a few on Tuesday. Some plows had their blades up as they traveled the streets. On Monday late afternoon only one lane was plowed on the xpressway, one lane on Hylan Blvd, one lane on Bay Street and one on Tompkins Avenue. I have a son in a nursing home and I had to travel there to insure he had proper care because staff was limited and were forced to remain for double and triple shifts because relief could not get to work. In the past, storms of greater accumulation were addressed promptly and more capably. Reon Avenue, a service road for the xpressway, was not plowed until Tuesday night. My street, Windsor Road, which acts as a secondary service road to the xpressway was not salted and only plowed twice between Sunday and Wednesday morning. Because Staten Island is not served by mass transit and is heavily dependant on it's roads, it should be given primary plow attention in future storms.

**12/30/10** - 311 told us that they were not taking calls for unplowed streets because a citywide operation was underway!!!

**12/31/10** - I saw a dozen sanitation trucks just parked in home depot sitting there for an hour or so and when they did leave they left with there plow up on an unplowed block around grasmere.

**12/31/10** - As a life long Staten island (43yrs) resident, this was by far the worst response to a snow storm that I ever encountered.

**72 Hour Storm Watch:**  
*Snapshot of Snowstorm Complaints to the Office of  
the Public Advocate*

December 30, 2010

Visit the Office of the Public Advocate on the web at [advocate.nyc.gov](http://advocate.nyc.gov),  
call the Office at 212-669-7250 or email at [GetHelp@pubadvocate.nyc.gov](mailto:GetHelp@pubadvocate.nyc.gov)

**OFFICE OF THE NEW YORK CITY PUBLIC ADVOCATE**

Bill de Blasio

*Public Advocate for the City of New York*

**Prepared By:**

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*Deputy General Counsel*

Wiley Norvell

*Press Secretary*

## Introduction

On December 26, 2010 New York City experienced the sixth largest snowstorm in City history<sup>1</sup>, with snow falls upward of 20 inches<sup>2</sup> in some neighborhoods. The storm had a crippling effect on many of the City's vital services such as transportation, emergency response systems and access to hospitals. Additionally, it brought many neighborhoods to a halt, especially those in the outer-boroughs. Although it is difficult to predict the severity of large storms, the lack of snow clearance in many areas of the City raises concerns over the preparation and planning for this winter's first large snowstorm. Despite the difficulty in predicting the impact of storms, it has become overwhelmingly evident that the City was ill-prepared to handle such a large and fast approaching storm, and there is minimal public information about the City's planning and preparation for the storm and how it will improve its efforts in the future.

During the seventy-two hour period after the storm hit New York City, the Office of the Public Advocate ("Office") catalogued nearly 950 complaints from anxious and stranded constituents due to the impact of the snowstorm. Families were unable to take their loved ones to the hospital due to unplowed roads, individuals were unable to work and community members were stuck in a state of uncertainty waiting for plows to dig out their streets. According to some neighborhood residents, the streets surrounding some of the City's major hospitals were unplowed for an unfathomable thirty-six hours.<sup>3</sup>

As the City's watchdog, the role of the Public Advocate is to ensure City agencies are providing necessary services to New Yorkers. This mandate is especially important during pressing times, such as snowstorms, when all New Yorkers are reliant on City services. In the aftermath of the City's first major snowstorm of the season, it is imperative to assess how this storm impacted New Yorkers and more importantly, how the City can be better prepared for future storms. The tremendous number of complaints the Office received and the concerns expressed by community members provides a snapshot of what many New Yorkers were facing in the immediate aftermath of the storm.

To better understand how the snowstorm affected New Yorkers, the Office catalogued constituent complaints relating to the snowstorm from the morning of Monday, December 27, 2010 until 5 p.m. Wednesday, December 29, 2010. Based on the content of the conversation between constituents and the Office staff, referrals were made to appropriate city agencies, the majority of which were to the Department of Sanitation, with several referrals made to the Police and Fire Departments. The Office's constituent services department tracked these complaints and made follow-up calls to all constituents who called the Office to evaluate the status of their complaint and referral. Additionally, many constituents voiced their complaints through the Office's website and through new media outlets, such as Facebook.

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<sup>1</sup> "Blizzard not even in the top 5 for NYC"; Wall Street Journal, December 30, 2010, at <http://online.wsj.com/article/AP863b827f2537413ba7218348d79133bb.html>

<sup>2</sup> Robbins, "After Blizzard Ends, A Slow Recovery", New York Times, Dec. 26, 2010, at <http://www.nytimes.com/2010/12/28/nyregion/28blizzard.html>

<sup>3</sup> Anecdotal evidence from constituents around Miamonides Hospital and New York Methodist Hospital.

In addition to analyzing the complaints received by constituents, the Office reached out to several City Council members<sup>4</sup> to gain more information about affected communities outside the geographical scope of the constituent complaints received by the Office. Where possible the data received from City council members is referenced as such.

Without further research and evaluation of how the City prepared itself for the December 26, 2010 snowstorm, it is difficult to determine what actions steps are necessary to create a comprehensive plan in the event of another major snowstorm. This snapshot will provide assessments based on the Office's constituent complaints, research and outreach.

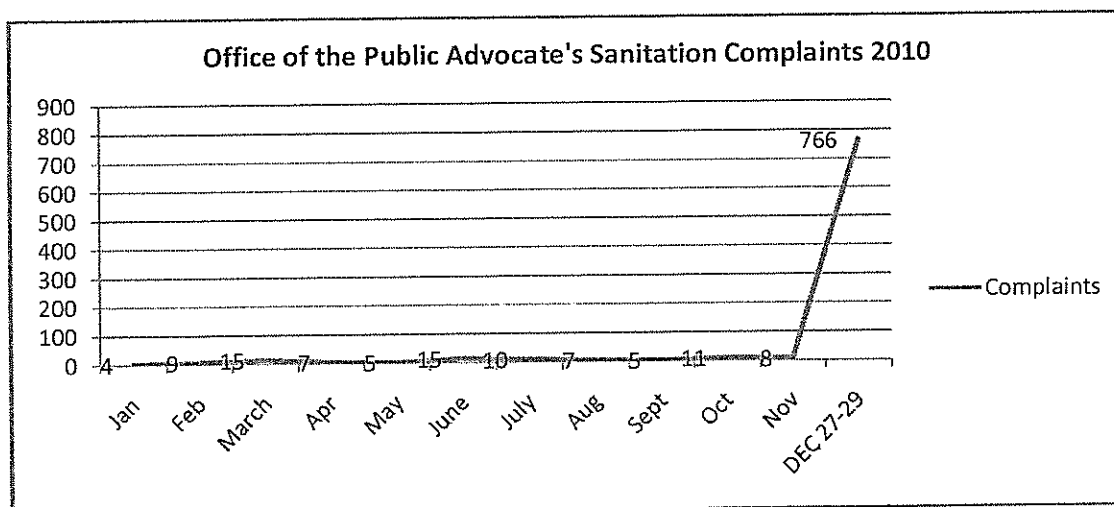
"Crawford Avenue has not been plowed, nor has the entire service road of Ocean Parkway which is a major thoroughfare. People are stuck all along the service road and are unable to gain access to Ocean Parkway. We have not seen 1 plow truck since the storm started."

- Brooklyn resident,  
December 29, 2010

### Constituent Snapshot

The Office received 933 complaints from various sources over the seventy-two hour period after the snowstorm. The Office of the Public Advocate's official website received 516 complaints; the constituent's services department received 171 calls; the Public Advocate, Bill de Blasio's Facebook account received 37 complaints; 4 complaints were faxed and 7 complaints were from another source. Additionally, Council member Jimmy Van Bramer of the 26th City Council District in Queens and Council member Annabel Palma of the 18<sup>th</sup> City Council District in the Bronx contributed 198 complaints.

Since January 1, 2010 the Office received approximately 97 complaints regarding sanitation issues. Over the seventy-two hour period after the December 26, 2010 storm, the Office saw a significant spike in constituent complaints regarding sanitation issues. Details regarding the spike in complaints are illustrated in the chart below.



<sup>4</sup> The Office worked with Council member Jimmy Van Bramer of the 26th City Council District in Queens and Council member Annabel Palma of City Council District 18 in the Bronx, which contributed 198 complaints

The Office received a spike in complaints on Tuesday, December 28, 2010, with nearly 500 complaints from Brooklyn alone. As the chart below illustrates, nearly 48 hours after the storm hit, New York City constituents were still experiencing snow related difficulties in their neighborhoods.

BOROUGH / DATE			
DATE	Borough	Count	
12/27/2010	BROOKLYN	20	82
12/27/2010	MANHATTAN	7	
12/27/2010	QUEENS	49	
12/27/2010	BRONX	2	
12/27/2010	STATEN ISLAND	2	
12/27/2010	N/A	2	
12/28/2010	QUEENS	196	648
12/28/2010	BRONX	20	
12/28/2010	STATEN ISLAND	21	
12/28/2010	BROOKLYN	411	
12/29/2010	BROOKLYN	89	171
12/29/2010	QUEENS	64	
12/29/2010	STATEN ISLAND	8	
12/29/2010	BRONX	7	
12/29/2010	MANHATTAN	2	
12/29/2010	N/A	1	

\*\* Storm related complaints without recorded timestamps not included. Includes constituent complaints statistics from CCMs Palma and Van Bramer

As previously mentioned, the Office received a total of 933 complaints regarding the snowstorm, with a large majority of the complaints coming from Brooklyn. The graph on the following page provides details about complaints the Office received during the seventy-two hour span following the storm. As the graph shows, the 72% of the complaints the Office received from the Bronx were from the South Bronx; 65% of the complaints from Brooklyn were from South Brooklyn; 71% of the complaints from Queens were from West Queens. While alarming, the neighborhoods do not necessarily represent those that were the most negatively affected by the storm. These numbers merely represent the percentage of complaints that were received by the Office.

Sheepshead Bay Dialysis, 26 Brighton 11th Street, the clinic is closed husband NEEDS dialysis. 4' of snow there. Street has not been plowed to clinic and people are un able to be serviced properly. They are not operating on patients.

- Brooklyn Resident  
December 28, 2010

REGION / BOROUGH				
REGION	Count	Borough	%/Borough	%/Total
EAST BX	2	BRONX	6.90%	0.21%
SOUTH BX	21	BRONX	72.41%	2.25%
UNKNOWN	1	BRONX	3.45%	0.11%
WEST BX	5	BRONX	17.24%	0.54%
BROWNSTONE BK	47	BROOKLYN	8.51%	5.03%
CNTRL BK	6	BROOKLYN	1.09%	0.64%
CNTRL BKLYN	61	BROOKLYN	11.05%	6.53%
NO BKLYN	77	BROOKLYN	13.95%	8.24%
SE QNS	1	BROOKLYN	0.18%	0.11%
SO BKLYN	360	BROOKLYN	65.22%	38.54%
20S-100S MANH	5	MANHATTAN	55.56%	0.54%
LOWER MANH	1	MANHATTAN	11.11%	0.11%
UPPER MANH	3	MANHATTAN	33.33%	0.32%
CENTRAL QNS	15	QUEENS	4.79%	1.61%
EAST QNS	6	QUEENS	1.92%	0.64%
NO QNS	3	QUEENS	0.96%	0.32%
NORTH QNS	6	QUEENS	1.92%	0.64%
SE QNS	58	QUEENS	18.53%	6.21%
WEST QNS	225	QUEENS	71.88%	24.09%
SI	31	STATEN ISLAND	100.00%	3.32%

\*\*Includes constituent complaints statistics from CCMs Palma and Van Bramer

The nature of the complaints received regarding the December 26, 2010 storm can be catalogued into six categories, seen in more detail in the figure on the following page. As the chart demonstrates, the number one complaint the Office received related to unplowed streets, representing 76% of all complaints. As previously mentioned, unplowed streets may have serious implications to the delivery of emergency response services to individuals in need. Recent stories highlighting the lack of access to emergency services caused an infant to have an untimely death.<sup>5</sup>

Said her son is a doctor and had to walk because he could not get out, because of all the emergencies at the hospital, he couldn't get there fast enough, he also has 6 children at home along with his wife and their street hasn't been touched. "What's going on with the city?"

- City resident December 28, 2010

<sup>5</sup> Gendar et al., "Death of newborn baby among several blizzard tragedies as city is accused of 'dropping the ball,'" Daily News, December 29, 2010, at [http://www.nydailynews.com/ny\\_local/2010/12/29/2010-12-29\\_help\\_arrives\\_too\\_late\\_to\\_save\\_baby.html](http://www.nydailynews.com/ny_local/2010/12/29/2010-12-29_help_arrives_too_late_to_save_baby.html)



COMPLAINTS BY CATEGORY		
Count	Source	
434	Unplowed Street	76.01%
62	Unplowed street, Abandoned vehicle obstruction	10.86%
36	Uncleared Sidewalk, Abandoned vehicle, Unplowed Street	6.30%
31	Unplowed Street, Uncleared Sidewalk	5.43%
4	Abandoned vehicle obstruction	0.70%
4	Uncleared Sidewalk	0.70%
**Complaints without recorded categories not included		

## Questions Raised and Future Considerations

### *Questions Raised*

The constituent complaints received by the Office raise serious questions about the City's planning and preparation for the storm. As weather reports showed that a storm was approaching the City, it is unclear based on public information what action steps the City took to warn New Yorkers and more importantly, to prepare itself for a satisfactory snow clearance plan. Creating and publicizing such a plan may have mitigated some of the problems that occurred over the first seventy-two hours, especially the problems related to emergency services, which risked the health and safety of many New Yorkers.

On December 28, 2010 the Office released a letter to Mayor Michael Bloomberg inquiring about the City's preparation for the storm. The data requested by the Office will be a key tool in evaluating what steps need to be taken in the future during and in advance of severe storms and raises questions about some of the decisions that were made over the past seventy-two hours. Specifically, the Office is concerned about the rationale for the City's decision to not declare a "Snow Emergency" prior to the storm which would have warned New Yorkers of the severity of the storm and mandated that cars be moved from major thoroughfares. Some of the specific questions directed towards to the Office of Emergency Management are highlighted below:

- What is the protocol for declaring a Snow Emergency? What factors are considered?
- Besides implementing a Snow Emergency plan, what other tools are at the City's disposal to quickly remove cars off the street so that they do not block emergency services or snow plows?
- What alerts did the Office of Emergency Management have in place for motorists prior to Sunday's storm that would have informed them about the storm and alternate parking options?
- Based on news reports, snow banks caused serious obstacles for emergency services vehicles trying to access individuals in need of medical attention. What measures were

taken to pair sanitation workers who were operating plows with emergency service vehicles?

In regards to the Department of Sanitation, there are many questions regarding the timeline in which sanitation workers were out clearing streets on the day of the storm and the seventy-two hours after the storm. Some of the questions raised in the letter are highlighted below:

- Understanding that the Department of Sanitation is experiencing a hiring freeze, please provide details about the Department of Sanitation's current staffing levels as they relate to snow clearance. What positions at the Department of Sanitation are responsible for clearing the streets during snow storms? If these staffing levels are divided by borough, please provide my office with the information by borough.
- Please provide a description of how the Department of Sanitation responded to specific requests for assistance from 311 and my office between Sunday, December 26<sup>th</sup> and Tuesday, December 28<sup>th</sup>. On what timeframe were those forwarded complaints addressed? Through what process were those complaints incorporated into the Department of Sanitation's snow clearance activities?
- Please provide my office with detailed timelines regarding the plowing of primary, secondary and tertiary streets for each borough following the storm.
- Based on a *Wall Street Journal* article, Jason Post, a spokesperson for the Mayor, stated that administrative workers were being employed for field work. How were these individuals trained and prepared for snow clearance?

As the complaints made to the Office of the Public Advocate only provide a snapshot of the snow issues individuals faced, it is imperative to understand what complaints were made to 311, the City's main resource for New Yorkers seeking help. To that end, the Office inquired about the following:

- Please provide my office with a detailed call summary related to the storm from Sunday, December 26, 2010 until Sunday, January 2, 2011.
- What was the average wait time for complaints during the snow storm and what is the wait time normally?
- Please provide my office with details on how 311 queued snow storm complaints and made referrals to other agencies.
- Did 311 issue complaint numbers to each individual caller?
- Please provide information about 311's backlog of complaints regarding the storm.

One of the most critical pieces of information that must be explored is related emergency call responses, and the 911 backlog during the December 26, 2010 storm. Emergency services and responses are critical City services that New Yorkers depend on in a time of emergency and extreme need. A comprehensive evaluation must take place to assess where the City can improve its response times to 911 calls during snow storms and similar weather impediments.

#### *Future Considerations*

Through these preliminary findings from the Office's constituent services and the stories highlighted in the media, it is clear that there were systemic problems in the way the Department of Sanitation approached snow clearances in the outer boroughs. Secondly, it is evident that more

preparation and planning would have benefitted all New Yorkers and expedited the snow clearance process for the Department of Sanitation. The Office recommends the City consider the following:

1. ***Change current street clearance procedures to prioritize emergency services and hospitals-*** The City's current snow clearance process prioritizes the clearance of highways and major roadways. Although these clearances are critical, the City should prioritize secondary streets surrounding hospitals and those utilized as routes by emergency response services to the same degree.
2. ***Reconsider plans for Snow Emergencies-*** The last Snow Emergency was declared in 2003, despite several significant snow events over the past several years. The City should reassess its policies and criteria for declaring a Snow Emergency, and consider partnerships with private businesses that enable parking facilities to allow City residents to park at no or little cost while streets are being plowed.
3. ***Coordination plan between affected agencies during Snow Emergencies-*** It is unclear what coordinating efforts took place during this storm, especially as it related to emergency response services and the Department of Sanitation plowing services. The City should publicize a coordination plan between the Department of Transportation, the New York City Police Department, the Fire Department of New York City and the Department of Sanitation. This coordination plan should include protocol around the pairing of plows and emergency service vehicles, to ensure that no life is at risk due to unplowed streets.
4. ***Transparent and accurate data on Snow Clearance-*** A street that has been plowed is not necessarily passable for emergency vehicles and cars, especially following major snowfalls. The Department of Sanitation should track plowing and clearances in real time on all New York City streets and disseminate this information to the public and other City agencies.
5. ***Increase capacity of 311 to handle weather emergencies-*** Enable Community Boards, and constituent offices of elected officials to take non-emergency complaints related to severe weather, and compile and forward them to relevant City agencies. Utilize new media to allow users to submit conditions such as unplowed streets.

Appendix 1

Zip Code / Region Key		11217	NO BKLYN
Zip Code	REGION	11221	NO BKLYN
11201	BROWNSTONE BK	11222	NO BKLYN
11215	BROWNSTONE BK	11233	NO BKLYN
11217	BROWNSTONE BK	11237	NO BKLYN
11231	BROWNSTONE BK	11357	NORTH QNS
11365	CENTRAL QNS	11358	NORTH QNS
11367	CENTRAL QNS	11411	SE QNS
11203	CNTRL BKLYN	11412	SE QNS
11210	CNTRL BKLYN	11413	SE QNS
11212	CNTRL BKLYN	11422	SE QNS
11213	CNTRL BKLYN	11426	SE QNS
11225	CNTRL BKLYN	11427	SE QNS
11226	CNTRL BKLYN	11428	SE QNS
11236	CNTRL BKLYN	11433	SE QNS
11238	CNTRL BKLYN	11434	SE QNS
10465	EAST BX	11691	SE QNS
11361	EAST QNS	10301	SI
11362	EAST QNS	10306	SI
11205	NO BKLYN	10308	SI
11206	NO BKLYN	10309	SI
11211	NO BKLYN	10310	SI
11216	NO BKLYN	10312	SI

10314	SI	10033		UPPER MANH
10204	SO BKLYN	10452		WEST BX
11204	SO BKLYN	10462		WEST BX
11209	SO BKLYN	10467		WEST BX
11210	SO BKLYN	11102		WEST QNS
11214	SO BKLYN	11103		WEST QNS
11218	SO BKLYN	11104		WEST QNS
11219	SO BKLYN	11106		WEST QNS
11220	SO BKLYN	11369		WEST QNS
11223	SO BKLYN	11370		WEST QNS
11224	SO BKLYN	11373		WEST QNS
11228	SO BKLYN	11374		WEST QNS
11229	SO BKLYN	11377		WEST QNS
11230	SO BKLYN	11378		WEST QNS
11232	SO BKLYN	11385		WEST QNS
11234	SO BKLYN	11414		WEST QNS
11235	SO BKLYN	11416		WEST QNS
10469	SOUTH BX	11417		WEST QNS
11230	UNKNOWN	11418		WEST QNS
10024	UPPER MANH	11421		WEST QNS

## Appendix 2

### OFFICE OF THE PUBLIC ADVOCATE

### CONSTITUENT SERVICES

### STORM-RELATED COMPLAINT LOG 12/27 – 12/29

12/29 trucks driving with plows up.dean ave and shore road still not plowed 4 days after storm.all walk ways to sidewalk unpassable all bus stops not cleared . never in my life have i seen this just like a third world country.

12/29 Unfortunetly, I do not live in Manhattan. Manhattan is the only area in New York City that has not suffered the type of neglect the Bronx has experienced. I have seen countless sanitation vehicles driving up and down main streets that have been cleared, while all the side streets including my own have seen no plow trucks. What is going on in this city? ... At this moment, my street still has not seen a plow!!!

12/29 Bus Stops

12/29 its 745am on 12/29/2010 56th is bus routh from the b16

12/29 Snow plow stuck since yesterday morning.

12/29 The one time that I saw the snow plow was yesterday morning between 11:30-12:00. The plow was up, plowing absolutely nothing. What was the point of coming down the street? When I walked out of my home, it was painstakingly clear that nothing was plowed. Cars are stuck in the snow and parked at odd angles. The main street of Utica Avenue has only been partly cleaned, which is treacherous because Utica Avenue is a hill. What am I supposed to do if I fall? I saw people carrying children in their arms because nothing is cleaned. Union Street between Schnectady and Utica Aves. have yet to be cleaned. The parked cars on that street can't even get out if they wanted to because the snow that has been plowed has just been piled up.

12/29 About 10 PM on 12/28 the trucks finally started plowing 61st St from Dahill Rd to lower avenues. When they got to 20th Avenue, they couldn't enter the next block due to a minivan that was obstructing the entry to the block. Two truck had to bypass this block. The minivan has moved since and no trucks have come by yet. Please have a plow come to this block. Thank you

12/29 "All the streets in my neighborhood (aside from busy avenues) have not seen a single attempt at plowing the snow. How shameful it is that 3 days after the storm streets are still not plowed yet lo and behold the sacred bike lanes in Manhattan ARE being plowed.

12/29 "Most side streets in my neighborhood of Boro Park and Kensington have not been plowed. I understand that most side streets in general in Brooklyn have yet to be plowed.  
Wed, 12/29/10, 10:15 am"

12/29 A garbage truck is stuck on 53 street and has been so since Monday.

12/29 Garbage truck has been sitting on the block for two days now.

12/29 "Dear Public Advocate: I volunteer as a paramedic for Hatzolah in the Boro Park section of Brooklyn, I did not sleep for the past 3 consecutive nights, all I was doing was sitting in my car, trying to respond and help as many people in need as I can.

....I keep hearing that the reason they didn't plow streets is there are abandoned cars all over. On my street there are none, and it wasn't plowed as of yet

12/29 The street is not plowed!

12/29 The street is still packed with snow and cars are getting stuck.

12/29 "i have observed sanitation truck come down my street east 29 st between ave m-n with the plow LIFTED not plowing just driving by. this happened twice already in the past two days  
please help"

12/29 Inadequate plowing of street. Sanitation truck did a job that was below expectations on 12/29. I am a nurse and it created a big inconvenience for me in getting to work to provide care for the sick.

12/29 No snowplows appear to have touched this road at all. Snow on the road itself has been repeatedly driven over, but not plowed.

12/29 "In the middle of the street, in front of [ ] Herkimer St. Is a disabled FDNY Ambulance that has been sitting since Monday morning that is blocking traffic because there are cars snowed-in on opposite curbs. Access to the emergency room entrance/exit to the Interfaith Hospital - St. John's Division is located no more than 50 feet behind the disabled ambulance. THERE IS NO ROOM FOR A FIRE TRUCK TO ACCESS THE HOSPITAL VIA THE DIRECT ROUTE USED BY THE TWO CLOSEST FIRE HOUSES. IN ADDITION, THIS MEANS THERE IS NO WAY FOR SNOW PLOWING TO BE DONE ON THE ENTIRE BLOCK.

Other neighbors residing at [ ] Herkimer St. called 311 on Monday & Tuesday and told me they were ""greeted"" by impatient and abusive attendants. My wife called 311 Tuesday evening and was told by the attendant to ""hold on for a 911 operator"" who impatiently told her that ""the complaint was not an emergency"", and ""was disconnecting the call"". PLEASE HELP!!!!"

12/29 Nothing was done to remove any of the snow on Union St. It remains as it was the day after the storm. It's useless to dig out my car since the whole street is blocked by snow.

12/29 Union Street between Kingston and Albany has not been plowed. And many other streets in that area of Crown Hights. Please Help! Emergencies are not able to be taken care of!

12/29 Our street remains unplowed at 12:16 a.m., Dec 29. Plows have been running on Prospect Park West since Monday. No plows turned onto our street nor on any other side street from 1st Street to 6th. There are no cars obstructing the street. Residents dug a path to Prospect Park West so houseguests stranded since Saturday could leave.

12/29 Street remains unplowed as of 9:39 a.m. Dec 29. I saw two plows on Prospect Park West, which has been passable since Monday. Both ignored the side streets, making them worse by shoving more snow into the intersections. This is a bad strategy poorly executed...

12/29 Street was unplowed as of 7:45 am on Wednesday.

12/29 The service roads on the east side of Ocean Parkway have not been plowed once since the storm. The service road on the west side of Ocean Pkwy looks like it's been plowed, as does the pedestrian walkway on that side of the street. Why would the streets not be a priority? ...

12/29 Cars/trucks blocked and piling up on Ditmas Ave. Trucks getting stuck. No plows have come through to plow the street at all. She has to go to the hospital tomorrow for a procedure and is afraid she wont be able to get there.

12/29 street need plowing

12/29 Garbage truck sitting in street since 6:30 PM Tuesday. Now at 3:00 still not going anywhere.

12/29 "There are Many unplowed streets in this neighborhood.  
Walking is very very difficult."

12/29 There is currently a Dept. of Sanitation supervisor car stuck in the snow.

12/29 it's 55 hours after the snow stopped, and not 1 plow truck passed this street, the same goes for the whole neighborhood. there's very little trucks going around in this neighborhood and if these few, i saw 2 plow trucks tuesday night that just passed by with their plows lifted, they didnt shovel at all, when asked, he only lowered the plow to scrape off a layer [didnt lower all the way]. all the avenues was plowed 1 lane only when their a 2 way, so needless to say it's a mess.

12/29 Our street was never plowed. No can move out any car because of that.

12/29 None of the neighboring streets from Ocean Parkway to Coney Island Avenue have been plowed at all.

12/29 We have not seen or heard any snow plows in this area since the storm began! Today is day 4 (wednesday) and the failure to plow the streets has created many hardships for local residents.

12/29 Crawford Avenue has not been plowed, nor has the entire service road of Ocean Parkway which is a major thoroughfare. People are stuck all along the service road and are unable to gain access to Ocean Parkway. We have not seen 1 plow truck since the storm started.

12/29 I have a job which I MUST use my car for and since the City has yet to clean the 2 -3 feet of snow on my street ...

12/29 "Streets are unplowed, sidewalks have mounds of snow to climb over and the through streets are plowed in from the avenues, as of 8am Wednesday, December 29.  
Still no N or Q train service!"

12/29 snow plow has not been seen and the street is piled with snow. this unacceptable.the feb 2010 was much bigger and the snow removal was pretty good back then.

12/29 Hasn't gone to work for two days. Barely made it to work. Doesn't know how she is going to get home. Streets unplowed. Did not see one truck come through her neighborhood. 45 mins waiting for bus. 311 - kept her waiting for 30 mins.

12/29 Street is not plowed, funny sanitation garage is just 2 block away, but they have not come on this street not once.

12/29 Wed morning, December 29 at 10:30 I observed the main and side streets along Avenue D, between Flatbush and Nostrand Avenues were not plowed whatsoever. Cars, commercial trucks - including oil trucks making deliveries - were stuck.

12/29 "all the side streets in madison and marine park area are still not plowed. Last night at 2 am i finally saw a plow drive down my block but the plow was up!!!!

What the #5%^ is going on here. I can get a ticket for not shoveling my sidewalk ... I want results not political pandering!!!! "

12/29 Our street, as of wednesday december 29, 2010, has not been plowed AT ALL!!! ...

12/29 Street first plowed tuesday night close to midnight.

12/29 Not one car has been able to get down our street in 3 days!!!! What is going on?????

12/29 As of 12:39 AM on Wednesday, December 29th, this section of Butler Street has still not been plowed for the first time.

12/29 There have been no plows on the side streets in Sunset Park since the storm ended. This is Wednesday morning, two full days, and not one plow. Yesterday we saw plows driving on the cleared streets but they have not touched the side streets. PLEASE we need to be plowed out! This is getting ridiculous! Reported to 311 already. Thank you.

12/29 No one can walk in or out of these streets without extremely great difficulty. There is very minor improvements as of now, because I still have to walk in the street. Some of these streets you would not even see foot prints in the snow it's still that high.



12/29 The streets have not been touched at all, no plowing what so ever.

12/29 "its been three days and my street has not been plowed once. i missed 3 days of work.  
there is 3ft high snow on the streets"

12/29 the east 34th street was never plowed.

12/29 "Street has not been cleared. Cars cannot drive down our street without getting stuck. Please help, thanks"

12/29 There is an snow bank at one end of the block, the street has not been plowed, and emergency vehicles would have difficulty coming down our street should there be an emergency. On Monday night a police car was stuck for several hours in front of our home, which obviously is a dangerous situation for them. Plows are only going down already plowed main roads and not plowing any of the side streets. Some trucks are driving around with their plows up, or just sitting on the road and not moving. ..I am a native New Yorker visiting my Mom and am so disappointed in my city. My Canadian family members here on vacation are shaking their head at this situation saying "shame on NYC". I'm happy for Braodway being clear, but what about Brooklyn.

12/29 "We are moving into a building on Melrose Street this Friday, 12/31, and as of yet, the street has not been plowed. This street needs to be plowed to allow for cars and trucks to travel safely.  
PLEASE!

12/29 This is my street, Monroe Street bet Franklin & Classon Avenues in Brooklyn, NY. Blizzard

12/26/2010. Snow still remains 12/29/2010. ... This faces the corner of Monroe & Franklin! My neighbor is an amputee on Dialysis! How does ambulette service enter this street to get my neighbor! Asthma patient in my house! we had to call 911 twice last week! God forbid there's an emergency! I called 311! Now I need your help! Bedford Stuyvesant needs your help!

12/29 The street has yet to have one plow. Emergency Vehicles can NOT access the street .

12/29 A large amount of elderly and disabled people live in the area

12/29 Streets have not been plowed at all. Cars can not even drive down the street because no one has plowed. Really needs a front end loader because it is a narrow block. Called 311 twice - not taking any complaints. Told her that they are only taking addresses. She called yesterday and on Monday. Not even getting mail.

12/29 "morning of storm steps to downtown 1 train on 86 were treacherous while token booth clerk ... on phone. yesterday had to climb a mountain to get on a bus- elderly were not able to.  
running buses is great but not if there are no stops cleared....."

12/29 pedestrian ramps blocked by snow dumped by snow plows, obstruct people with disabilities trying to cross streets & get on or off Access-A-Ride!

12/29 "13th St and 34th Ave, Astoria Queen, Unplowed street. NO cars can pass through this street. When 34th Ave was plowed, it covered 13th Street even more.

34th Ave and 21th Street, Astoria Queens, there is a park, side walk has not been cleaned.

Ravenswood Housing, Astoria Queens, HAS NOT been plowed at all. Only thing plowed, was the entrance to the building, after about 5 ft, there is all this snow.

12/29 "On the day the snow stopped (Monday,) I pretty much drove around all of Queens. I was one of the few people on the road, and that included plows. My wife stayed home, we live on the corner of a tertiary and a primary street which is also a bus route. During her entire stay at home all day Monday, she heard 1 plow on Sunday night on both streets and again 1 more on Monday on the bus route (Chrocheron Avenue). The end result was inadequate and there was only 1.5 lanes open on a double

solid line 2-way street. Not to mention, that all the side streets were completely blocked in and to this moment NOT plowed at all, 168 Street has not been touched and resembles a roller coaster.

Furthermore, I had to go into College point. I recall seeing cars buried in the plow route, some crashed, others seemingly had caught fire and were abandoned on the side of the road making it look like a scary movie scene right outside the Target/BJ's shopping plaza. Further up the road on 20th Ave and the Whitestone expressway, there were 2 T-boned city busses blocking the road entirely. I continued my journey into Astoria where I saw several plows just sitting on the side of the road. One point I had to turn on a side streets. 2 of the plows had stopped to help out a friend of theirs, who also seemed to be a sanitation worker, push his truck into a parking spot. However, they left their 2 plows blocking a street that the plowed a wall into. I have picture of a one way tertiary block that was completely blocked in by plows and had over 2 feet of snow untouched, none of the cars could leave at 4pm monday! Upon leaving Astoria those 3-4 tow trucks I initially saw 3 hours prior were still parked on the side of the road, occupied. I then drove out to Little Neck, the eastern edge of Queens and saw a tow truck literally shaving a dusting off the road, constantly sparking because it was all pavement, there was no need for the truck to go over that again, when there were untouched streets, now there are potholes in that same spot because they overplowed it. Upon my return from Little Neck, I saw several plows driving down unplowed streets with their plow up. There was a street that I could see under the ramp from the Cross Island Parkway onto the Grand Central Parkway, which I saw 3-4 garbage trucks with plows sitting there and the drivers congregating in the street, upon my return, they were still parked, 2 hours later. I took the Cross Island Parkway Northbound from the Long Island Expressway, I needed to get out on the exit for Utopia Parkway right after the Throggs Neck Bridge. I saw people in cars driving back onto the highway through the grass on the exit. I proceeded further down the exit and saw why; THE ENTIRE EXIT was unplowed, snow drifts were 2+ feet high. I have a raised SUV but I wasn't even going to attempt that. This was around 9pm on Monday night, almost an entire day after the storm and an exit off the highway was unplowed and rendered useless! I too followed the dangerous pass of entering the Cross Island Parkway by going down a steep snow covered hill and proceeded to the Whitestone Expressway to 20th Avenue where to my shock I saw those same 2 city buses blocking the roadway, almost 12 hours later. In Queens, that is the equivalent of leaving 2 buses blocking all of Madison Avenue. I saw emergency vehicles responding, just like I did, when they encountered blocked streets, they just went around in circles until they found a passable street. "

12/29 197th Street and 46th Avenue has not been plowed at all. 197th Street has not been plowed and there are mounds of snow and ice because there has been no salt or dirt applied to the street. We cannot move our cars or walk in the street.

12/29 "Snow covered sidewalk of this very busy LIRR Station. Sanitation has advised that this is not their responsibility. The LIRR says it is, and will contact Community Board 11 today. I have sent the information to CB11 and have received a memo from the LIRR.

This has been a problem for years, and now we want to verify who is responsible for these overpass sidewalks.

12/29 Plows came thru with the blade up on the truck instead of plowing the street

12/29 "The plow came down my block yesterday (12/28) in the late afternoon with the blow in the up position and therefore unless you have a 4X4 it's still impassable.

12/29 The street are all impassable due to the snow

12/29 The road has not been salted or plowed.

12/29 "It is wednesday there have still been no plows through my neighborhood at all not one single plow.there never was any salt. usually they do such a good job that is why this is so angering. tuesday.I walked to the subway 1/2 hour walk there and back I did not see one single sanitation truck or any sanitation employees at all anywhere. the only streets i saw that were plowed were Northern blvd and junction blvd. no other streets were plowed. the Q47,Q49 and Q33 had all been rerouted to Junction blvd by tuesday night obviously their routes were impassable. I called 311 on tuesday night to complain about the street not bieng plowed and waited for one hour for an operator. I tried report the problem on line which told me to call 311....

12/29 "Wetherole street has not been plowed since the beginning of the storm. As of 12:01 am on Wednesday, there is a Hertz Rental truck stuck in the intersection of 66th ave & Wetherole street.

there is a Fresh Direct Truck stuck at the intersection of 66th ave & Saunders St. That truck has been there since early Tuesday morning.

This am I was able to get out of my garage on 66th ave and drive my 4WD SUV out of the neighborhood. Tis evening I was unable to get back in due to the unplowed streets and stuck vehicles. I was forced to park illegally on queens blvd along with many other cars.

I have lived in this neighborhood for 21 years. We've never had such poor snow removal as with this storm. "

12/29 "Wetherole Street is still unplowed. There is a UPS truck still stuck between 67th ave and 66th ave.

Also, at 66th and Saunders St, the Fresh Direct truck is still stuck there.

Last night around 1am, a GIANT tow truck made its way to 66th and Wetherole to pull out a Penske Rental Truck. Why didn't they remove the Fresh Direct truck?

We are still unable to get our car out of the illegal spot we parked in last night as there is no way to reach our garage that faces 66th ave between Wetherole and Booth."

12/29 I want to register a complaint for the way the city has handled this snow clean up. Our street was "plowed" finally sometime in the middle of the night last night but was plowed by a little Bobcat front end loader. The road is still quite snow covered and slick and there has been no salt applied. I was fortunate to be able to finally get out of my driveway this morning after having had to miss 2 days of work for which I will not be paid for. ... Not just my street was ignored but all the secondary and tertiary streets in my neighborhood(Maspeth). There was little or no bus service or LIRR so there was no way to get to work...

12/29 "53rd Drive between 66th street and 69th street has not been plowed as of 2 pm on Wednesday, 12/29, over two days after the storm ended. Many other nearby streets remain unplowed as well. The city has also failed to clear the sidewalks on 69th street near Grand Avenue and the LIE. As of 7:30 am this morning, two days after the storm ended, the triangle at the intersection of grand avenue and 69th street had not been cleared; neither side of the 69th street overpass of the LIE had been cleared; nor had the sidewalks in front of Frontera Park on 69th street just south of the LIE or the small park across 69th street had been cleared. Someone (me) who needed to walk down 69th street from Maspeth towards Middle Village is forced to either traverse 2-3 foot high snowdrifts or walk in the streets along a busy stretch of roads."

12/29 She has called her CB and her council member on Monday. Problem has yet to be cleared.

12/29 We have yet to see a plow -not during or since the storm. Dangerous conditions as emergency vehicles cannot get down the street.

12/29 Street has never been plowed. It is a fire department access street. Small children in neighborhood and elderly who may need medical attention.

12/29 "THE ROADS ARE NOT PLOWED AS OF 3:00PM, WEDNESDAY, DECEMBER 29TH....

12/29 219th st between Linden Blvd and 116th st has not been plowed. My heat is running out and the oil truck cannot get in to deliver oil. I have 2 small grand children in the day. I have various health issues if an emergency occurs help can not get here please please help us

12/29 Please be advised that on 12/27 I was unable to go to work due to unplowed street. I noticed that at 4pm on 12/27 there were two sanitation trucks with plows at the corner of 115th Ave & 208th Street. They came down 208th Street but the plows were raised. The street still has not been plowed. Not even once. This is totally unacceptable. I had to shovel out a part of 208th to get the car to at least attempt to go to the 179th Street Subway. Please help.

12/29 Three days have passed by and still no plow has passed through the block, funny enough i seem to see all the trucks going back and fourth on Springfield Boulevard and parked in front of the McDonalds , but yet have turned down any of the side streets. most motorists have to park on the major roadway three and four blocks from their home so as not to get stuck on these side streets that have yet to be touched, can someone please do something..conditions are very dangerous...

12/29 unplowed, major school street. need oil delivery soon, have notified woodhaven residents block association. no abandoned cars but huge mounds of snow obstructing the street.

12/29 "I missed two days of work and my daughter could not go to her Endocrinologist's office (she has Type 1 Diabetes) because we were unable to dig out our car. Completely unplowed, vehicles getting stuck, impossible to navigate all streets in Bellerose, Queens."

12/29 "this street is still not plowed and had become a trap for drivers. vehicles are constantly getting stuck putting other parked vehicles in danger. Cars are making the roads worse when they get stuck and dig them selves out. In addition, cars cannot get out for food or anything. There was a plow here last night around 10:30, but it got stuck mid-way. When help came, they didn't finish plowing instead they just left w/out plowing the street...utterly ridiculous!!!!!! Why would they just leave it. It get better...remember the unplowed section, cars were continuing to drive down and got stuck. currently 2 cars are abandoned preventing plowing...only if they tried hard enough and did their jobs, the roads would be passable."

12/29 "The Sanitation Dept. as well as other possible snow plowing city government units and resources have completely abandoned us, they haven't touched this street 120 Ave. and all other side streets in this section. The situation is dangerous and irresponsible of those in charge of plowing our streets. An ambulance and or fire trucks couldn't get through these streets, should the necessity arise...

12/29 Sewage Company in the area is plowing snow into parking spaces preventing cars from using parking space.

12/29 not a plow within a mile! its been 72 hours...

12/29 "The Bayswater section in Queens had very bad snow plow service. Cars are still getting stuck today trying to drive down the various streets. Yesterday I saw a garbage truck that was driving around with its plow in the up position. Obviously this doesn't help clear the streets. Trucks driving with the plow up has been observed by many people.

12/29 it is not only my block that is not plowed, it is the whole neighborhood. there were 3 trucks here yesterday am at 10:30, but they did nothing to clean up any of the streets.

12/29 7:40am service road waiting for the bus. All buses going to Bayside. 9:15 am was able to get a bus. One of the bus drivers was waiting at the bus depot for hrs - they wouldn't let her leave the depot. Only bus driver that tried to help passengers out. Didn't want to take a chance of taking the train at the end of work day. Calling the number for MTA - getting messages that there were delays and they would just have to wait. Three or four buses in a row, DXM12, didn't stop. 7:30 went to take the train. Works at 1270 Broadway - 32nd St. and Broadway, waited on 36th street for bus. Waited 2 hrs. Went to 42nd street - 7th train- went into Flushing. No taxi's or buses running. Walked all the way home. Took her two hrs. On her walk through Flushing, saw two buses stuck. Bus drivers on buses smoking and sitting around. Trucks with plows up, not moving. Workers on the plows, going into stores and eating. Snow piled everywhere. Mountains of snow in the streets and sidewalks.

12/29 until today Dec.29 2010 7am street unplowed completely

12/29 The street that i live on and the surrounding street is still unplowed which makes it very difficult to drive if you dont have an suv. Cars easily get stuck in the snow.

12/29 There are no vehicles obstructing our street and there never has been. The neighbors and I got out yesterday and were attempting to dig out the street to the best of our abilities, after repeated emails to the Borough President's office and Mayor's office went unanswered, as far as a plow being sent. We have nothing obstructing our street but snow! The drifts are 3-4 feet! We have repeatedly contacted 311 and have never been able to get through, waiting 20, 30, and even more for them to answer. This is pathetic! Staten Island is always the forgotten borough.

12/29 The first site of a snow plow on my street was Tuesday night at 10pm which was 3 days after the snow fell. They came down once and did nothing to remove the snow since the plow was raised. People have work to get to and it is impossible to do without a street being plowed.

12/29 It took them 3 days to plow her streets. They just came at this time and they did a poor job. Her and her husband are seniors and needed blood pressure medication. The pharmacy was unable to deliver it. They can get out of their home now, but the streets were poorly done.

12/29 This is the third day you haven't work. The streets and a truck in the middle of the street. Dryscal foods truck. Called 311 and they told him that sanitation was not taking anymore complaints. He waited 2hrs.

DATE Problem Details/COMMENTS

12/28 As of 8am on December 28th, no street in the Country Club section of the Bronx has been plowed. The conditions are horrendous. I'm an employee at a hospital and I can't get to work. ...

12/28 "I live in Queens This morning I left my home (rather remote -- out of the way location) at 7:30 am, drove to forest hills, (GCP was clean and traffic flowing freely) parked my car and took the F train to Jay Street station in Brooklyn. I arrived in Brooklyn at 8:45 am. Not bad at all. Please thank all for doing a good job and keeping things moving along.

12/28 The street and the streets in the surrounding area remain unplowed. On Monday morning, at least 5 city snow plows including a salt truck were stuck at the intersection of Lefferts Ave and Troy because of stuck vehicles, some abandoned, others not. A city bus has been stuck since Sunday night at the intersection of East New York Ave and Troy, as of Tuesday at 2:30 PM it is still stuck. On Tuesday morning it took several hours for 3 or more snow plows to pass through the intersection of East New York and Troy because a delivery truck and other vehicles were stuck in the snow. On Monday morning a fire truck at the intersection of Lefferts Ave and Troy had to reverse back into the intersection because it got stuck in the snow going up Troy Ave which wasn't plowed. An ambulance had a similar situation near the same intersection. On Tuesday morning, looking on Lefferts Ave towards the intersection of Utica I could see several buses stuck in the snow, they have been there since Monday. The situation is the same at the intersection of East New York Ave and Albany Ave.

12/28 Bus Stuck at Lenox and Utica, in unplowed road

12/28 The street (Maple) has not been plowed even once yet (Tuesday 5:45pm 12/28/2010). There are abandoned or broken down vehicles on all the surrounding blocks including Kingston, Albany, Midwood, Empire, etc.

12/28 Entire neighborhood is not clean, neither me or my wife can't go to work ... not a single plowed pest by our block since Sunday evening

12/28 "Plows have not touched most of the streets in this neighborhood. My block has not been touched, nor 17th avenue, nor 49th street which is a bus route, and leads to Maimonides Hospital!...

12/28 2 blocks from local sanitation depot, not plowed even once already 48 hours

12/28 not once has passed a plower, i am stuck in home for a few days, cant pull out my car

12/28 no abandoned cars whats so ever on 47 st. ...

12/28 snow on the streets, car as well stuck in the middle. cant even try moving car.

12/28 "the block was not plowed once a school block where high school is open today"

12/28 "In general no side streets have been plowed in Boro Park, Midwood, Flatbush. Even 16th Ave which is a major commercial avenue is now a one-way street...

12/28 DISASTER NO PLOW TRUCK IN SIGHT/ IF THERE IS AN EMERGENCY THERE IS NO WAY AMBULANCE CAN COME INTO BLOCK

12/28 not one side street is plowed 61-62-63-64-66-67\*-68

12/28 not a single grocery has milk or bread because they couldn't get deliveries...

12/28 "IT IS NOW TUESDAY 3 PM AND SO FAR NO SANITATION TRUCK EVER PASSED BY OUR BLOCK 21 ST BETWEEN 21ST AND BAY PKWAY TO REMOVE SNOW...

12/28 "No plow has come to clear street

12/28 a plow truck is stuck since yesterday early morning

12/28 ...what a mess"

12/28 I live on 67 street between 17th and 18th Avenue. Our car is buried and so is our street. The snows plows have not yet been here, it's tuesday 4:11pm.

12/28 The entire neighborhood of Boro Park.. with Thousands of kids and elderly people. The Streets are NOT plowed.. lots of cars abandoned. no school for the second day. This is UNREAL!!!

12/28 street is a bus route and its still clogged up,not touched...also 50th street between 19 and 20th ave. city bus sitting there since yesterday 3pm...

12/28 there has not been a plow down this street since last year. the street is unplowed, cars can not come down the block. I have a child with special ...

12/28 a garbage truck is blocking traffic.

12/28 why why on 18av plows were going all day .1/2 would have been enough. 17av 15av got even once . is there anybody with a 1/4 brain.

12/28 the dead end street is unplowed

12/28 most of the cross streets in Brooklyn 11205 zip code are Unplowed, Abandoned vehicles are everywhere this is an absolute nightmare.

12/28 it was plowed & every minute another car is getting stuck!!!!!!!!!!!! this sucks i worked over 2 hours getting out my car which is a 4x4!!!!!!!!!!!!!!

12/28 Skillman Street (between Myrtle Ave & Park Ave., a narrow street in Brooklyn with hundreds of huge families living and not a single plow yet. City has implemented a no standing on one side of street 2 years ago, for safety concerns I assume, but it seems it only applied to fining cars for standing on the side of the street @ \$115.00, (NYPD traffic knows this block very well) yet the sanitation plows won't make an effort and come in to this street and clean it. (despite the easy access, since cars can only park one side of the street) It's totally dangerous and impossible to get emergency vehicles in the block. All we ask is that a sanitation truck pass the block at least once within 24 hours of a storm. Additionally people who have their cars parked on the block have no way to get their cars out. For people like me working in NJ that's a challenge by itself. It took me 4 hours today to get to NJ by train, yet this is secondary to the safety issue.

12/28 Its 3 days already, its now 7:50pm on tuesday and not even 1 truck came to clean, Ridiculous

12/28 No plow truck has passed, while no cars are blocking

12/28 "We didn't even get one plow as of 9 PM Tuesday

12/28 There were two cars stuck, one was moved a few hours ago, and no plow truck can come in to clean the street

12/28 There has not been a snow plow throw this block people have started removing the snow from their cars throwing it in the street and all that snow is building up

12/28 "Large senior population on this block. Plow can access street. No blocked or abandoned vehicles"

12/28 No plow yet and its 1:30 on Tuesday.

12/28 The side streets of this neighborhood have been completely overlooked. This is not the biggest storm in recent years when they did a great job in clearing the streets. In fact, in years past I would say there was overkill with the plowing and salting. What the heck happened? I haven't seen anything like this since the 1970's.

12/28 Btw 3rd and Ridge Blvd..it was still not plowed this morning. There is a car stuck outside the building on the corner of Ridge and 76st. The corners are not suitable for crossing...there are no paths in the street and I fell twice this morning. There are also no buses allowed up Bay Ridge Avenue because there are so many abandoned cars and the bus stops are not plowed or shoveled at all and I had to stand in the street after walking three long avenues where I feel to just wait in the middle of the road for a bus that could not continue up it's entire route because of the abandoned cars...Brooklyn is a mess...

12/28 70th and 71st between Colonial rd and Ridge Blvd remain unplowed

12/28 The abandoned cars are blocking streets and are not able to plow the block

12/28 Abandoned vehicle prohibits plowing and blocking driveway.

12/28 Also, while Bay Ridge Ave has been plowed, there is still only 1 lane for travel between 3rd and 4th Avenues for 3 bus lines to pass (B64, B9 and B70).

12/28 Someone had their driveway plowed and they left a huge 12 foot pile of snow at the end of our block. Shore Ct is a dead end street with no other means of passage. We need to get this pile of snow removed ASAP.

12/28 As of 8:30 AM Tuesday morning, 12/28/10, not a single plow has come down the street. Every car is completely snowed in with no way of getting out on the road.

12/28 "Bedford Avenue, a major North-South artery was plowed ONCE in 48 hours. The other North-South side streets were NOT plowed at all since the storm hit. Avenue J. A major East-West neighborhood street was not plowed."

12/28 No Plow has been on our block yet! Please help us!

12/28 The side streets of Flatbush, Midwood, Boro Park neighborhoods, have not been plowed at all!! It is already mid-day Tuesday, and there is no reason that people who pay taxes have not seen even one plow! Of course, as a result, there are now cars stuck and abandoned. The situation is immobilizing an entire neighborhood and costing people money in lost work days...I have contacted 311, who could not promise to do anything about the situation.

12/28 "ABANDONED TRUCK IN FRONT #1146 E 21 BLOCK NOT PLOWED"

12/28 "east 29 st between ave n and m, witnessed sanitation truck drive down street with plow lifted not plowing why..."

12/28 Snow needs to be plowed and removed. Also, car in middle of block that is abandoned due to not being able to go over the snow.

12/28 Although two plows have gone down the street, neither had the plow lowered and we have large snow buildup in the street.

12/28 No plow has been down even once!

12/28 there is a private school on this block.

12/28 my block east 36th street b/w k and L has not been plowed once since the storm started. I think this is ridiculous as no one can get down the block or get parked cars out. I have never seen a slow response like this in the city. Please plow the streets



12/28 No plows have been seen on any of the numbered streets, occasionally there are on the avenues. This is not a problem only for this storm, even on the smaller storms this whole area will rarely see a plow while plows will go down a street multiple times in the lower numbered streets.

12/28 Not a single plow has come down our street or the ENTIRE East 30's for that matter. We are still responsible to shovel our fronts, where is the city's responsibility? I've missed 2 days of work...

12/28 there are no cars that are able to get through yet--even a plow truck got stuck. It gets harder to move the snow as more time goes by> not everyone can walk to where they are needed: school, nursing home to care for elderly parent, grocery, work ...

12/28 The snowplow finally got here this morning (12/28), about 10:30-11, got stuck near ave L on its way to Ave K. A tow truck came and pulled it out backwards to Ave L a few hours later, and it left, so our block has not yet been plowed.

12/28 This entire neighborhood has not even seen a plow or had any streets plowed! It is already the second day after the storm and the street is impassable. An ambulance tried to respond to a call involving a child and was unable to even get on the block. This is a neighborhood with a lot of children and this condition can become life threatening.

12/28 The street still has not been plowed once as of 5:30pm Tuesday evening.

12/28 More than 48 hours after the storm the street has still not been plowed. This is unacceptable.

12/28 The street hasn't been plowed even once yet.

12/28 Street hasn't been plowed yet.

12/28 No plow or salt truck has come. We have young families with young children and some elderly citizens too.

12/28 Not one plow has ventured to come down our block. The avenue is barely passable.

12/28 East 22 st ( and e.23 st) between ave O and Kings Highway have not been plowed. The sidewalks are also impassable at places

12/28 This is getting ridiculous - These streets are not getting plowed at all - The snow is getting packed tightly and will turn into ice unless these streets are salted / plowed before it freezes. Emergency medical transportation has not been able to pass through either. Also - the plow came once on Ave K and blocked in New York ave with a good 4 foot snow / ice tower ...

12/28 there was no plow down these streets for 3 days. the first plow came by late tonight, tuesday night. elderly people were stuck inside and could not get to doctors, children could not get to school because cars could not navigate the streets, volunteer young people who deal with children with cancer could not reach the sick children.

12/28 Street has not been plowed at all. I have not been able to leave to go to work since blizzard began. We have not seen a single plow on our block - have we been forgotten....

12/28 never plowed once!!!!!!!!!!!!!!!!!!!!1

12/28 It is Tuesday Dec. 28, and since Sunday night there is an MTA bus stuck and abandoned, along with another vehicles. Roads on this street, including neighboring streets, have yet to see a snow plow. What a shame.

12/28 Snow not cleaned yet.

12/28 I live on that street, the road is a disaster, I pay a lot of taxes and this is what the Bloomberg does with my money??????????

12/28 "disaster area none of the above streets have yet been plowed no bus or car can pass its terrible

12/28 city bus abandoned in middle the st for 2 days

12/28 THEY DIDNT EVEN PLOW OUR ST AT ALL THAT IS WRONG

12/28 "NO PLOW TRUCK HAS VISITED THIS STREET OR MANY OTHER STREETS IN OUR WILLIAMSBURG AREA, WHEN I DID SEE A SANITATION TRUCK COMING DOWN LEE AVE. HE KEPT HIS SHOVEL ABOVE THE SNOW SO NOTHING WAS GETTING SHOVELED IS THE SANITATION ON A JOB ACTION

12/28 "ABANDONED 8 WHEEL TRUCK BLOCKING THE ,ACESS A RIDE WILL NOT BE ABLE TO PICK ME UP FOR WORK, I AM IN A WHEELCHAIR"

12/28 unplowed even once

12/28 The entire street was not plowed not even a single time. We've had numerous emergencies here but of course they couldn't get to the emergency...

12/28 our block has yet to see a snowplow,therefor enabling us the ability to clean our cars or even more off the block we have Doctors appointments as well as family members to check on

12/28 Eastern Parkway service lanes have not been plowed even once as of 12/28/10 at 2:15 pm.

12/28 impossible to drive down the unplowed road! Abandoned cars, no salting down!

12/28 The whole situation is unbarable I didn't see one salting machine yet it's 48 hours since beginning of this storm!

12/28 Get the streets cleaned

12/28 "We have a life, and we depend on cars for it. its about time the street gets plowed."

12/28 no plows have come through my block leaving it impossible to drive, driving access for emergencies, or even basic things like ups pickups.

12/28 Most side streets in this area have not been plowed at all as of Tuesday 8pm.

12/28 All the side streets in Crown Heights between Nostrand Ave and Utica Ave and Between Empire Blvd and Eastern Pkwy have not even been plowed once as of 7:30pm Tuesday night

12/28 The whole crown heights except eastern pkwy was never plowed

12/28 The service road on eastern parkway has up till now Tuesday eve. 9:05 PM not been plowed at all. (There are no cars blocking the entrance to the street)

12/28 No plow has even attempted to plow my street since the blizzard began Sunday night. Neither have the streets surrounding mine. There are two abandoned vehicles on Carroll Street between Kingston and Albany Avenues because the snow has not been plowed and those vehicles got stuck.

12/28 Every single cross street in crown heights has still not been plowed; that is two full days since the storm!!

12/28 The city failed to send plows to our street and ANY surrounding streets causing major disruptions to businesses, and trapping many residents.

12/28 There is an abandoned car at 21st Ave and 83rd Street and another one blocking 83rd Street and Bay Parkway. Needless to say with a car blocking entry each way it **will be impossible** for the street to be plowed!

12/28 20th avenue is a main thoroughfare and I have not seen a plow since Sunday night. I know that I am not alone regarding the lack of mobility of the residents of NYC, but in all fairness the storm ended approx. 36 hours ago and not a single plow. I can't even walk across the street to the store or dig my car(s) out. I have 2 kids...what happens if I need an ambulance with the snow up to my waist, how is an ambulance or fire truck supposed to get through.....

12/28 "It's 7pm Tuesday Dec 28th and not one plow has come down the street. There is 3 feet of snow from one end of the block to the other"  
NONE of the sidestreets, not even Albermarle Rd. have been plowed in Kensington.  
NONE of the streets, except for Cropsey Avenue and Stillwell Ave. (partly) have been plowed in Gravesend/Bensonhurst. I live on 27th Ave. and Cropsey -- disaster!  
And NO buses are running on 7th Avenue (plowed) or Bay Parkway (plowed)...

12/28 NO abandoned vehicles. Street not plowed once during blizzard period. Remains unplowed as of 11:30am Tuesday, 12/28.

12/28 Abandoned car closer to PPW. Entire length of street completely unplowed.  
12/28 It seems that none of the numbered streets between 8th and Prospect Park have been plowed with the exception of 9th Street. It seems to be taking a very long time to plow these streets. In past years they were plowed immediately. It seems that the mayor is referring to the progress made in Manhattan when he speaks about the great plowing job that is being done. The rest of the boros are getting a snow job!

12/28 "  
South slope is still awful. I slipped on my way to the train, got back and it was even worse! Even more terrifying, an old lady went down the steps before me...

12/28 ALMOST EVERY SIDE STREET IN PARK SLOPE! This is ridiculous, 2 days later, not a plow in site except on avenues and 9th st., and 311 completely overloaded.

12/28 As of 5:00 PM on 12/28/10 our street has still not been plowed.

12/28 "11th St - just no plow has come. There is also a car mid-street blocking all traffic. 7th Ave, 9th-11th Streets - down to one lane, several cars just blocking all traffic. Not sure it has been plowed. "

12/28 "many side streets in Park Slope are unplowed as of late afternoon Tuesday. Some appear to have been plowed once, but not significantly cleared.  
Normally, all of the streets in this area are plowed repeatedly as soon as snow starts falling - I can tell snow is falling overnight by the sounds of the plows hitting the street. This was true as of the last snow of the past season. Now, suddenly, the city has not plowed sufficiently - what has changed?"

12/28 Our block has not been plowed at all. There is 2 feet of snow on the street. In fact, to the best of my knowledge no blocks south of 5th street have been plowed in Park Slope. Honestly, I cannot understand how we could be so woefully unprepared for a large snowfall in NYC. But that is not my concern. What is my concern is that my block, and all surrounding blocks, are completely impassable.

12/28 I've never seen streets go unattended this long; the last plow came through Sunday evening 12/26. What's the problem?  
- sent Tues 12/28 6:45pm.

12/28 The plow has not been down 17th Street in Brooklyn at all as of 7pm, Tuesday, 12/28

12/28 A city bus was stuck and plowed in on 7th Avenue at 4th Street, obviously there since the snowfall. All side streets except by Methodist Hospital and 9th street were unplowed, from 9th to President. I did not go further than that. On 9th Street I cannot even see my car to begin digging it out.

12/28 I think it is outrageous that the City has not plowed the streets at least once by now. I think the Public Advocate should hold the Mayor accountable to the poor response to this predicted storm.

12/28 "A NYC taxi cab with license plate 3M80 has been abandoned on 5th Ave and 11th Street in Park Slope, Brooklyn, since Sunday. This taxi cab has blocked 11th Street preventing Sanitation Department to clear snow from the 11th Street between 5th and 4th Avenues. Please investigate this urgent matter and arrange to have this taxi removed.

12/28 "The elderly people on my block who rely on the access a ride to pick them up for their doctors appointments and such and the buses can not get into the block to pick them up. Can someone please clear the roads for the buses to come through to help these elderly people. Thank you.

12/28 Since the snow storm our street has remained untouched. We have not had a plow at all, not even once has sanitation been down our street. Many of the residents cars are blocked by the snow and there is no way out. This is very frightening, if there is an emergency there would be no access. Please have someone take action as soon as possible. We have many senior citizen on the block and we have no way of moving our vehicles without some type of snow removal.

12/28 There has been no snow removal of the street on Prospect Place.

12/28 It is now Tuesday at 12:35 p.m., more than 24 hours after the snow has stopped, and our street has not been plowed at all.

12/28 "Fifth Ave, a main artery, was not plowed until Tuesday a.m. Lincoln Place, a secondary artery has still not been plowed and salted (Tuesday, 1:30) The sidewalk alongside PS282 and the city park on this block, Berkeley Place, and 6th Ave. has not been cleared.

All told the response has been inadequate. Corners are virtually impassable because snow has not been shoveled into the street and there has been no plowing. Plowing only Fifth Ave has made this worse."

12/28 There are many curb cuts that are impossible to navigate. The city needs to fine people who don't shovel their corners and also put hand shovel people on the job to handle this. It is especially bad along Atlantic Avenue in Boerum Hill where the plows did clear the main roadway but unfortunately the mounds of snow make it impossible to cross the Avenue.

12/28 the street is unplowed and the pedestrian crossings are hazardous (e.g. crossing 8th ave @ Berkeley Pl)

12/28 There is a tour bus blocking 4th Ave between Sackett and Degraw on the northbound side. It has been there for two days! Are there any plans to tow it?

12/28 Berkeley Place in Park Slope has not been plowed once. There are no abandoned cars at least between 7th Avenue and Plaza St. Besides the problems mentioned elsewhere of no access to emergency vehicles, it is impossible to cross the avenues because there is no break in the wall of snow...

12/28 It's now Tuesday morning. The blizzard was over over 24 hours ago and no snow plow has come to our neighborhood yet. Is this normal?

12/28 more than 24 hrs. after storm ended not even a truck in sight to clean st. 40th st. from Ft. hamilton untill 16th ave. in brooklyn as well as many other side street have not even been touched - in the meantime right now @ 9:30am on Tues. morning there are tractors cleaning parking spots on 13th ave. - this is ridiculous to clean commercial parking spots before cleaning the neighborhood streets

12/28 our neighborhood of Kensington was not plowed at all and it is Tues. already. Times Square should not be the priority.

12/28 Bill, the entire Windsor Terrace neighborhood is a disaster. I walk with a cane. The Ft. Hamilton subway stop entrances are not plowed at all. These are steep entrances (near your old Council office) and very dangerous.

12/28 has yet to be plowed. a van is stuck somewhat in the middle of the street.

12/28 Ditmas avenue between ocean Pkwy and McDonald not plowed even once including all the side streets. Also abandoned vehicles.

12/28 2nd day since storm

12/28 "Cortelyou Rd is a disaster. Cars were abandoned after midnight Sunday. Late Monday some cars moved, but from O.P. to Coney it is treacherous walking & driving  
Perhaps the mayor should consider plows on buses, to help. A bus was stalled on Cortelyou Rd on Sunday and Monday."

12/28 most of the side streets in this area have not seen a plow yet.

12/28 Certain blocks have snow drifts so high nobody ventures down them.

12/28 Unplowed streets and abandoned buses and cars blocking the road.

12/28 These streets have not seen a plow or a salt spreader since the snow started

12/28 The entire kensington, boro park and flatbush are not plowed. Its as if we live in a 3rd world country.

12/28 its after 8 pm tuesday evening still not one plow or any other equipment to clean the st. 40th St. from 12th Ave. till 16th ave. - on 13th ave they had 8 sanitation workers & 4 pieces of equipment cleaning 2 blocks from 39th St. to 41st st. for approx. 7 hrs. I'm not kidding any person living along this st. can attest to that totally ridiculous

12/28

12/28 since the snow began on sunday our street wasnt plowed even once. the snow is so high that cars are getting stuck as soon as they turn into our block and we cant dig out our cars because there s no road to pull out onto. i need to get to work but i have 2 kids and theres no transportation for them!!

12/28 "It is now close to 9:00 am on Tuesday morning, and my neighborhood is still crippled from the blizzard. While snow days are generally welcome, this has gone on too long, and caused too much disruption, loss of income, and far worse problems for others.  
Yesterday I was patient, understanding the severity of the storm, but by this morning I wonder if more should have been done.  
PLEASE PLOW MY STREET!

12/28 no one can get in or out of this block.

12/28 The street and all surrounding streets were never plowed yet.

12/28 not even 1 plow can through here and on all the other side streets in the neighborhood

12/28 This is day three and still not once has the plow come down the block. My friend is a sanitation worker and has not been able to  
get to work because of the snow. Wouldnt it be a good idea for sanitation dept.to assign people to go and pick up all there workers so they can get to work.

12/28 street is unaccessable for automobiles or "PEDESTRIANS"

12/28 Street not plowed. cant move cars out. Called 311 several times. Was on hold over half hour. No operator answered. I hung up. Couldnt wait that long.

12/28 this is a commercial street that has been closed since sunday night. there has been no snow plow to be seen in this area, and my business has suffered. i can not run my business if my trucks can not enter the street. why has this commercial street not been plowed

12/28 i live on 50th st. off of 13th ave. 13 ave was just plowed today in the morning. it is a two lane one way street, and it looks like they plowed one lane in the middle. This is probably the busiest street in boro park. I have never seen this in my life. Complete neglect. Also 50 th street was not plowed once yet (it is Tuesday 2:30 pm. ). All the buses come down this street. I have only observed SUVs or 4 wheel drive vehicles, and few of them.

12/28 not plowed once

12/28 it's already Tuesday afternoon, i need to take my child to the doctor, she has fever, and my car is still trapped and the entire block hasn't seen a single plow truck since the blizzard began on Sunday, and my block is a bus route also, this is crazy, and we're all trapped indoors, please let me know if there's any help in sight, thanks

12/28 Where are the trucks??? its more than 24 hours since the last snowflake hit the ground and this street still looks like we are in no mans land without a sanitation department!!!!

12/28 this street is a main street where the local emergency vehicles pass to the local Hatzalah Garagre which is on the corner. we havent seen 1 plow truck since the beginig of the storm untill now Tuesday 2:30 PM

12/28 Not a single plow passed, total chaos, and severe economic loss.

12/28 The streets have not been plowed, snow that was plowed on Ft Hamilton Pkwy and was placed in the middle of 46th Street leaving no egress. No mail was delivered on Monday and as of 2:40pm Tuesday no mail delivery.

12/28 it's already Tuesday afternoon, i need to take my child to the doctor, she has fever, and my car is still trapped and the entire block hasn't seen a single plow truck since the blizzard began on Sunday, and my block is a bus route also, this is crazy, and we're all trapped indoors, please let me know if there's any help in sight, thanks

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12/28 44 street bet 12 & 13 not plowed 14 th ave also not its a shame a bus route a main ave shouldn't be plowed by now 13 ave finally this morning

12/28 The street was not plowed since the storm on Sunday.

12/28 "Hi,  
Our streets have not been plowed or salted, we have a sanitation vehicle stuck right in middle of the block. No one has come to do anything about it.  
We have a nursing home and maney elderly parients on the block."

12/28 My husband has Parkinson's and has not been able to have any therapy because of the situation here ...

12/28 "streets around my neighborhood where never cleand,  
usualy while the snow is still falling u can see a salt spreader and plows constanly nowwe still didnt see even 1 of them,  
im not talking on side streets talking about 2 direction avenues like 12th avenue,

12/28 I live on 56th street in borough park brooklyn it is the B16 city bus route. as of 3:30 on tuesday 12/28/10, 56th st. from Ft. Hamilton Pkwy all the way to 14th ave was not even plowed once since the snow started falling. there is no cars or city buses going down the street MTA is not reporting that the B16 is suspended.

12/28 Never in my entire life of 56 years living in Borough Park has 49th Street being a bus route, not been plowed nor salted. It is Tuesday, December 28 and 3:30pm. Nothing yet.!!!!!!!!!!!!!!!!!!!!

12/28 not plowed even once. there were 2 trucks from the parks dept stuck here from 9am until 3:30 pm!!

12/28 NOW IS 353PM IT WAS NOT plowed

12/28 Bad bad news , locked in the house , the stores have no food , no school , family of 6 sitting home all day...

12/28 "On 10th ave between 51st street and 52nd street there is a schoolbus blocking the whole width of the ave The bus is stuck there since sunday night 9 pm that's almost 48 hours and still no help!!!"

12/28 its almost 2 days since the storm stoped and not even 1 plow passed my street i cant go to work for 2 days now i dont know how much more this will take thx

12/28 "the street has not been plowed even once yet. A snow plow came her at 2 a.m. Monday morning and got stuck at the 12th Ave side He finally got out at 7 p.m. Monday evening. Since then nothing!!"

12/28 City Bus blocking corner 47 and 11th avenue since Sunday 8:30 PM. No plow truck attempted yet to begin at New Utrecht and 47 and clear the road until 11th Avenue. Emergency vehicles use this 49 and 47th Streets to reach hospital but there has not been one emergency vehicle that was able to go down 47th Street from New Utrecht to Ft. Hamilton.

12/28 There were/are no abandoned vehicles on the street. In the am hours of 12/28 a tractor drove through the street with his plow raised. The street remains unplowed and impossible to get in or out.

12/28 the street is un-shoveled as if it snowed an hour ago is this normal !

12/28 the street is un-shoveled as if it snowed an hour ago this block is a bus route is this normal its three days since the storm !

12/28 no blocked cars have yet to see a plow come through cannot get through to 311

12/28 Now Monday evening 5:30 a plow is still to make one pass on this block. Its unacceptable the intersection (15 Ave & 43 Street) is piled high with snow so you can't even cross the street

12/28 ...i spoke to one of the sanitation supervisors ... he told me they striked against mayor bloomberg because he wants to lay off several hundred workers.. They did not even plow any major streets in boro park not even 13th ave till today Teusday in the morning and only one lane No bus routes were plowed...

12/28 "No car has succeeded to proceed for one avenue block. not plowed even once."

12/28 as of tuesday 6:00pm not one plow truck has been thru this street and it is a bus route (b16) SO MUCH FOR USING MASS TRANSIT

12/28 Street not plowed

12/28 i am a volunteer paramedic with hatzolah and cant get around due to the street not being plowed.

12/28 mta bus stuck for over a day 52nd street not cleaned

12/28 "50th street is a BUS ROUTE. no buses , or ambulances for that matter can pass this block. NO attempts have been made to do so. the plow trucks keep going up 13th avenue and refuse to clean teh streets saying'they will get stuck'" if they go into the street lanes....

12/28 "This storm has been a reminder of times before the inventions of vehicles... 14th Avenue saw its first plow truck with the plow down in low position on Monday 11PM. The side streets being 51st, 50th, 49th & 48th ranging from 13th Avenue thru 15th Avenue have not even been plowed, salted or cleared in any form. On the contrary they have piles of snow percluding any traffic. Furthermore, a bus ""disabled"" on Sunday 11PM on 14th Ave off the corner of 49th Street still remains blocking a lane and a half of the Avenue's two lanes."

12/28 the city has not found it important to plow these streets. I called 311 and they had a recording that would not accept complaints regarding this matter

12/28 ALL streets in my area have not yet been plowed

12/28 Not even 1 plow truck passed 36 hours after the storm stoped

12/28 A plow truck passed by this early evening not utilizing the shovel, i.e. it was lifted off the ground. There is still a very large amount of unpassable snow on the entire blocks that I mentioned. Needless to say, there is no bus service at all on the B-11 bus, as well as other community buses that use this route. People cannot get to work for two days already with no end in sight for tomorrow.

12/28 ... Maimonides Medical center.... i was at 12th Ave and 43rd street, the only numbered streets that were plowed were 39th, 60th 65th bay ridge parkway and 79th street. on the way back most avenues were closed due to either police or sanitation activity. a 25 minute trip took 2 and 1/2 hrs. as of now 10:29 pm the situation is not any different 13th ave has been closed the entire day by the sanitation department and they haven't reached 42nd street yet. ...

12/28 This block is on the route of the B11 bus, a major source of transportation for our community, and as of now 11:50 PM on Tuesday, December 28, it was not even plowed once! Right now, there is a truck stuck in snow on the block since this afternoon trying unsuccessfully to move. I have lived in the city for over 40 years and through many storms, and have never yet waited so long for even one plow to pass my block. What happened?

12/28 too much snow with no plow not even once-

12/28 we have a business on this block in there not even once being plowed we loose businees every day

12/28 "The street is not plowed. The street is impassable. 4 foot berms block the ends of the block. It is currently 7:30 pm on Tuesday, December 28, a full 36 hours since snow was falling.

"

12/28 The street hasn't been plowed

12/28 i havent seen a plow in 2 days...they didn't even attempt to plow..we did not have any cars blocking these blocks...they didn't PLOW ONCE!!??!!

12/28 the service roads are not plowed, therefore no cars can pull out of their driveways

12/28 We have not seen any plows in our area until today and they only plowed one street. Seagate avenue has 3 cars stuck and blocking the street right by an assisted living residence. Nautilus has no cars blocking it but we are still unplowed and one of the residents on our street is 103 years old...



12/28 Rogers Avenue has not been plowed. The sidewalk on Rogers between Montgomery and Empire is not cleared. There is a City bus stuck on Empire and Nostrand since yesterday.

12/28 "Abandoned vehicle intersection Montgomery St/Franklin Ave.  
Montgomery St. Franklin Ave, and McKeever Pl not plowed once."

12/28 Balfour place in Brooklyn was never plowed, not during the snow storm or 24 hours after the storm has passed, there is more than 2 feet of snow on the street which will impede any car from driving on the street.

12/28 the bus routes and private streets need to be shoveled!

12/28 Street not plowed even a single time as yet.

12/28 "for the past 3 days there was not one plow truck to clear up my street!  
i can not use my car and can not go to work!  
there are no obstructing vehicles, so there is no reason for the sanitation trucks not to come.  
they only came to clear new york ave late last night, and just today came to clear brooklyn ave.

12/28 Sanitation plowed after 1pm but blocked Dorchester Road so no one can turn from east 17th onto dorchester road.

12/28 "18th Ave from Coney Island to Ocean Parkway - which is a major thoroughfare for ambulances, etc.  
E 17th between Dorchester and Cortelyou"

12/28 "Plows on E. 18th turned at Dorchester Road at 3:30 Dec. 28. Also, we went for a walk and noticed that the plows that went down Dorchester Road didn't lift their plow at corners, so cars can't turn right off Dorchester or get across. Really bizarre.

12/28 There are two abandoned cars at the intersection and as of 10:10pm on 12/28/10 there has not yet been a plow down our street.

12/28 Roads are inaccessible due to unplowed roads.

12/28 street has not been plowed since sunday.

12/28 snow plow hasn't come since blizzard started.

12/28 It's been 2 days since the storm ended and my street is still not plowed!!!

12/28 No snow plows have come down the block

12/28 "This whole area has not seen a plow truck at all. Major Avenues have been minimally plowed with all the extra snow pushed into the intersections of the side streets which have not been plowed at all. Our block is closed in from both ends and besides not getting any cars out you need to have people around to just get you over the ""mountains"" in order to get out of the block to cross the street by foot.  
Conditions are disgraceful and dangerous.  
Plow trucks seem to be still cleaning the mostly cleaned up streets of Times Square but we in Brooklyn are stuck in our homes and have no way to get to Manhattan to work . . . .

12/28 It is now 9:57PM on Tues No plow in sight yet. On Mon I watched trapped ambulances and buses on ocean Ave and Kings HW due to unplowed roads. I live here for 30 years and have never seen such neglect in our neighborhood. Since the storm I have seen only one plow.

12/28 The streets of the Midwood section of Brooklyn have not been plowed

12/28 Almost ALL cross streets in Flatbush

12/28 Not a single plow has come down anyone of the streets in my vicinity since the start of the storm. Blumberg is not telling us everything. Have the budget cuts affected this vital service? has equipment been diverted to Manhattan to prepare for New Years eve? I cannot get through to my councilman or the council speakers office and 311 just gives me a busy signal. PLEASE HELP!!

12/28 The street, as well as all surrounding streets have not been plowed at all. It is extremely difficult to even get off the block by walking, as there is a wall of snow blocking the street on the Avenue P end of the block.

12/28 ... The entire east fifth st (I have personally seen east 5th from ave L to ave p) has not been plowed. There are over 3 foot drifts covering the road and walking is nearly impossible let alone driving. Well my wife tried to catch the B11 bus to go to work but that was stalled because ave m and east 10 wasnt either plowed. I took a walk and noticed that none of the streets and many of the avenues have not been plowed between east 2nd street and east 29th st in brooklyn. ...Yesterday I walked from east fifth to east 19th and I only saw a few stuck cars. most streets were patiently waiting for a plow that never came

12/28 there are no cars blocking, we are right off ocean parkway for easy access, and we have yet to see a plow

12/28 "East 16th St between Avenues J and K, Brooklyn

311 is NOT working.

There has not been any plows since the storm started due to an abandoned car right at the beginning of the street.

Ave J and Bedford Ave. Brooklyn

3 NYC buses stuck"

12/28 "I live on East 8th Street. My 86 year old invalid mother lives on East 7th Street... In case of emergency, there is no way for an ambulance to possibly get to her.

Cars left abandoned should be ticketed ... Homeowners, whether on vacation or not, should also be ticketed for not cleaning. ...why was a state of emergency not declared Sunday nite."

12/28 Our street has not been plowed even once, nor has avenue L been plowed, it is unheard of after more than 30 hours after the end of a storm, please HELP us, we are totally housebound.

12/28 this area has not seen a plow at all since the onset of the snow this is unacceptable there are cars stuck everywhere this city slept right through the storm

12/28 None of the side streets between Ave N&O from Coney Island Ave to McDonald Ave have seen a snow plow

12/28 "Street has not been plowed since the beginning of snow, very unsafe for families living on the block. Pregnant, elderly, disabled..."

12/28 "none of the local streets are plowed or salted, none are passable, they plowed ave. o, thereby blocking all the side streets with a mountain that is almost impossible to climb and cant be driven thru. this has effectively sealed us all in with no access, and no emergency vehicle can enter!"

12/28 unplowed street - there are no vehicle obstructions, but as of 2:10 pm on tues there has not even been a first pass attempt at plowing. Snow is 2-3 feet high and street is unuseable.

12/28 there has not been a plow down the street.

12/28 There has not been a plow on my block. Period.

12/28 there is an abandoned city bus that skidded to the opposite side of traffic, abandoned cars, cars left in the middle of the road. virtually impassible.

12/28 3 city buses abandoned, no plowing done on the main road. impossible for trucks to drive down the road!

12/28 The service road between Avenue L and Avenue K has not been plowed. It is impossible to drive down the street or get your car out of the parking spaces.

12/28 An abandoned green jeep has been blocking my street since Monday 5AM. No vehicles have been able to go down the block nor any snow plows. I am in my ninth month and due any day and am terrified that I will go into labor and will be unable to reach a hospital. The vehicle needs to be removed and the street plowed so that we can get emergency assistance or travel to the local hospital.

12/28 My husband has Parkinson's Disease. In the past four months he had gone to Maimonides Hospital's emergency room due to falls he sustained. I am concerned that my street is not plowed...

12/28 "Elderly woman needs oil delivered tomorrow and she is afraid the truck will not get down the block to get to her house. She relies on oil for heat and cooking.

12/28 The above is the street I live on & it hasn't been plowed as of Tuesday evening. I need to get my car out in order to get to work..... I've already lost 2 days... this is bordering on ridiculous....

12/28 The street has still not been cleared and I (for one) can not get to work, at this rate I will have lost 3 days (M/T/W) of salary.

12/28 Unplowed street. There is a bed bound elderly lady on the block which in case of emergency Hatzolah would not be able to get through.

12/28 I saw approximately ten trucks with plows as well as sand trucks driving back and forth on Coney Island Avenue, which had been cleared. The trucks were driving with their plows up. But not one of them went up any of the perpendicular Avenues, which were unplowed even though some of them (Avenues M, J) are bus routes. Not to mention that none of the side streets were plowed. A disaster and an embarrassment for New York City!

12/28 It is now almost 10pm on Tuesday evening, and the entire 14th street from Avenue J to Ave. P has not seen a plow at all. The streets are impassable for everyone except for the largest SUVs... On the way home, getting off the Belt at Knapp street, we passed the Sanitation Garage on Knapp and W, and saw about 40+ garbage trucks, with plows, on the street, (and G-d knows how many more in the garage) idling, with sanitation staff milling about. Why weren't they plowing out the streets in the surrounding neighborhoods which were in atrocious condition from the snow?

12/28 the entire 4 blocks have not been plowed but the last 200 feet in front of Chynka wedding hall was privately plowed but the snow was dumped in middle of the street on the corner of Elmwood and East 2nd St. The pile in middle of the street is over 6 feet high

12/28 Not yet plowed. But what was worse this morning at 8:00 AM, the subway steps had not been cleared on the Coney Island bound F-train stop located on President and Smith. People were crawling up the steps and they were impossible to descend.

12/28 "The snow is at least 1.5 feet in the street and corner of streets are unshoveled and dangerous...."

12/28 There is an abandoned vehicle at the intersection of 26th Street and 4th Avenue.

12/28 we have not gotten any services in the way of clearing our street at all, we have lost the use of our cable and phone connections. perhaps if the streets were clear cablevision could get in and do their work to restore our services. our services went out Sunday night, thank you

12/28 The Plows have not yet come to our street once in the past 48 hours, there are elderly people on our street who have not even been able to leave their homes to buy groceries.

12/28 Street not plowed since start of storm. Entrance to street blocked by huge pile of snow on Ave N (Flatlands ave)

12/28 we did not not have any plows come down our street even once yet and it is tuesday at 3 pm

12/28 There has been no plow that has come down the street. As I drive to work, I am unable to get there or get paid. It not excusable that teh streets are not plowed and someone must be held accountable for this horrible response to the taxpayers of the city. ...

12/28 east 59th place in Mill Basin has yet to be plowed

12/28 the plow that went up flatlands avenue put all the snow at the beginning of the block so u cant get down. there has not been any plows and we are all stuck in! this is a disgrace for NYC!

12/28 No Plows at all

12/28 I have been trapped in my home for 2 days because the street has not been plowed. I cannot move my car because of all the snow on the street, no one on my block can. How long will it take to have my street plowed? It has already been 2 days. I called 311 today and yesterday but was on hold for 30 minutes plus, each time with no one to take my snow removal complaint; I don't know what else to do. My husband usually drives to work but was forced to miss work yesterday due to the snow and he had to walk at least 45 minutes to get to the train because the bus wasn't running (or it was just slow to come) this morning, because he couldn't drive in to work, due to the fact of our street was not plowed.

12/28 Street still impassable as its not been plowed!!!

12/28 As of 9 PM 12/28/2010 not a single snow plough has come down the street since the snow started. There are no vehicles blocking the street. We are effectively snowbound.

12/28 please plow our neighborhoods now!!!!

12/28 Street has still not been plowed.

12/28 It is Tuesday evening, and no side streets were plowed even once in my entire neighborhood. No emergency vehicles could get down any of these streets. People whose cars are parked on these side streets (such as my son) are not able to drive down the side street to the avenues to try to get to work. I guess our entire middle class neighborhood is chopped liver.

12/28 As of this afternoon, a bus taking a right turn onto Z from Nostrand SUNDAY (sorry for yelling) was still stuck. I'm writing this on Tuesday 9:30 pm. I can't see the corner from where I live & I can't go back out there again, but that bus is blocking the way for all kinds of plows, trucks, including tow trucks, ambulances, fire, police, etc.

12/28 "I took a lovely picture of Carroll St. looking east from Washington Ave. on my cell phone, Monday evening at 7:15. Of course, lovely as it is, it should have been plowed, but...

12/28 Not one plow has gone down our street. It's completely unplowed.

12/28 Cars can whiz by on Eastern Parkway, but can't stop, so for elderly or ill people who need them car services cannot reach the buildings. We have already missed two doctors' appointments. And, of course, it would be impossible for ambulances to serve these many buildings...

12/28 I reported this earlier and the plows just came through. Thanks to Sanitation!

12/28 It's the night of Dec. 28th and the street is still unplowed. A plow tried this afternoon but got stuck as soon as it started. The plow has been sitting there for hours. No vehicles can get through because 1) the street is unplowed and 2) the street plow is blocking traffic.

12/28 Most streets in the area has not been plowed. Specifically, Dean Street, Bergen Street, and St. Mark Street between Washington Avenue and Vanderbilt Avenue.

12/28 The street is unpassable.

12/28 "No plows and/or salters have been thru this block .  
Assess-A-Ride & other vehicles cannot get thru to get people to dialysis centers.  
Additionally, in the middle of this same block [Putnam bet.Nostrand & Bedford]  
there has been a car sitting in the middle of the street."

12/28 From Caton Ave, to the circle, Ocean Parkway is unplowed. Also E. 8th St. and Canton Place.

12/28 NO one has even touched her street, no one has come down the main avenue, people all around are not being serviced, 22 people had to give birth in ambulances yesterday. Brooklyn is very upset, and insane. People cannot leave their houses.

12/28 311 wasnt answering, Mayor wasnt taking complaints, knee deep in snow, no vehicles arent being stuck, no one can get out of their homes.

12/28 Not Shoveled, Ambulance was being pushed. Roads are NOT cleared, roads not shoveled. No Transportation at all. At home with kids.

12/28 His car is buried, street is buried, cannot leave his apt, not transport.

12/28/10, road not cleared, snow still remains ,he's a member of CB1

12/28 Cars are in the middle of the road, no one has started cleaning, cant leave house. Highways seem fine, what about side streets.

12/28 There has been no plows, no clean up, no shovelling, no where to go.

12/28 Can't get her child to school because the school bus cannot get to the street to pick up her child

12/28 Snow on street, cannot move cars, stuck in the street, not one plow through the street, he has never seen such neglect in NYC.

12/28 311 has been ineffective, she lives in an area that has not been plowed and cars are stuck. Needs help.

12/28/10, They haven't plowed street, not once, wants to know if we are living in a third world country

12/28 39 weeks pregnant cannot get a car to come get her, she needs to go to doctor, and her streets have not been plowed ONE bit.

12/28 leads to Mamonities Hospital, NOT plowed, Not cleaned, NO Buses

12/28 Stranded at home, no transportation, no car services, schools/ day cares are shut down, there is no way buses can get through.

12/28 Stranded, no transportation, cant get out, block down the street is cleared, const, cant move car.

12/28 Roads have no been clear. Const lives down the block from Mamonities and nothing has been cleared. No transportation. Ambulances are not passing through this are. This is a major bock/area that is always cleared. all of 49thstreet is not cleaned. Streets must be cleaned.

12/28 Ambulances stuck, streets are not being cleared, 2.5 hours to help father in law. Not plowed.

12/28 Street has not been touched since snow has fallen, no body can come into the block, it is horrible, people are stranded.

12/28 No shovelling, everyone is getting stuck, no cars can go through area

12/28/10, Mother is very sick, EMS can't get thru, neither is any car services...street is untouched,

12/28 No way for anyone to get out of area, fire trucks arent able to move, knee deep snow. Snow plows are seriously needed bc if something happens no one could come through. Safety first, people arent safe, it doesnt make sense for people to not be able to move from place to place.

12/28 ...from Ocean Pkwy all the way thru Avenue R to East 7th, service rd is untouched

12/28/2010, has not been plowed, emergency vehicle cannot get thru

12/28 cant cross the streets, snow everywhere, hasnt been cleaned up, schools are closed, the only place she sees plows are in other areas that are already cleaned, she wants to open School, Torah Temina is name of school

12/28 Streets are not plowed, in his neighborhood everything is stand still. Knee deep in snow.

12/28 Invalid, must get to 38th & 13th by 5pm. And so NEEDS the streets cleared.

12/28/10, Sanitation has literally blocked off their street with 8 ft of snow, cannot get out or in, and street has not been plowed, between White & Kent Ave

12/28 Street is block by a city bus, blocked, and stranded since sunday @ 9am, smooth snow, no one has been able to get out. Emergency blocked bc you cannot get into this street. has little children cannot leave.

12/28/10, Street is untouched between Lee Ave & Division St

12/28 Ambulance cannot go through on 49th street. Sanitation has not gone through that area, it is an emergency.

12/28 11230, No plows cannot leave, she is on a regular street, there is a fire station is near by nothing is being plowed! major thoroughfare is not being plowed.

12/28 Not ONE plow truck to come down this road. Can't get in or out.

12/28 Const saw 1 plow sunday evening. Side streets are knee deep, no buses. People are shoveling the streets themselves.

12/28 No trucks anywhere, snow everywhere. Very hard to get to place to place.

12/28 Called 311 and waited for 1/2 hr, no one picked up. Called sanitation dept., Bk 6 and they told her they don't know what's going on. None of the side streets have been done. Plows never came around at all when the snow was falling. 24 inches of snow packed down on the street. District Bk 6 (sanitation).

12/28 No plows, except for 2 streets, she would like to know why the rest of the streets aren't. not touched area, avenues are OK, side streets need more help.

12/28/10, No plow truck, street is really bad, they need to take care of it right now

12/28 Snow emergency street - City bus stuck in the middle of the block. No plows on the block - Kent and Wythe. Called 311 and didn't get a response.

12/28/10, 11:49am Off Ocean Pkwy, Avenue L, has a flight in the morning, Not one plow has been down the street to clear, cannot even get out to the corner,

12/28 Sheepshead Bay Dialysis, 26 Brighton 11th Street, 718-743-5955, clinic is closed her husband NEEDS dialysis. 4' of snow there. Street has not been plowed to clinic and people are unable to be serviced properly. They are not operating on patients.

12/28 No B train, NO Q train, no bus service, streets are impassible. He has to walk 2 miles to work, all around him for miles people are walking. Ave J & L are not being serviced. Plows have started and it is poor, they need better attention. Cars cannot get out, bc 4' snow banks.

12/28/10, Have not seen a plow in sight, streets are bad

12/28 no plows, cant even use stroller, no car service will come. cannot live like this.

12/28 No one is doing anything over there, no one has been cleaning, 2 days and nothing has been cleaned. People are unable to go to work and pay their bills. sanitation dept isnt responding, 311 isnt responding. Ambulances can't handle to move people...

12/28 he has seen trucks but without a route.

12/28/10, they haven't seen any plow trucks coming thru, Driggs Ave between Bedford, all of South 8th

12/28/10, no plower came thru, street is a disaster 44th street between 9th & 10th Ave,

12/28 No Snow plows in entire neighborhood, no cleaning, no one has been able to leave, move their cars, nor leave. No emergency vehicles couldnt get down here, streets are completely blocked.

12/28 No Plows, no cleaning, no cleaning up. He heard 1 plow on Ave M, and that was ave M. Streets are still completely full of snow, there is a 4' pile of snow in const house4.

12/28 Everyone is snowed in, no plow, car is buried, icy, 2-3' of snow at least, side streets need to get cleared!

12/28/10, 12:48 Said she's been living in said location for over 20+ yrs and has never seen anything like that, what happened, did they forget about Brooklyn... location is 44th St, btw Avenue P & Quentin

12/28 Cars are buried no one can get to their car. Side streets and narrow streets are not touched. Store owners are unable to open their stores. Disabled & elderly are unable to get through. people cannot get to the sidewalk. Pier 1 park is unable to be taken care of. People are unable to get around in their scooters. Disabled and unable to get around.

12/28/10, "just wanted to say that cars were left on Remsen btw Ditmas & Ave D, which got in the way of DOS doing their job, said police & tow trucks went around these cars for 2 days, and she thinks in the future cars should be towed, and that's her opinion"

12/28/10, wants a timeframe as to when they will get to the area, it's pretty bad, no plow trucks have gone thru E 2nd btw Vanderbilt & Greenwood

12/28 Said her son is a Dr and had to walk because he could not get out, bc of all the emergency at the hospital, he couldn't get there fast enough, he also has 6 children at home along with his wife and their street hasn't been touched, what's going on with the city

12/28/10, 1:25pm They have not seen not one plow truck...the entire 13th Ave block btw 51st street and 13th & 14th St

12/28 No one plowed her street and she can't even catch the bus. Says that she is a disable vet. She said any other day, sanitation will give them a ticket when they aren't parked on the right side of the street. ... Talked to someone at 311 and they told her they didn't know why she was calling them because there was nothing they could do about it. ...

12/28/10, East 10th street have not been touched, not one plow truck has been thru the area, wants to know what is going on

12/28 There no plows and not blocked from other cars open streets. Since the storm no trucks. And 311 is busy. Mother [ ]Rodney St. - big Synagogue - no truck there. Could not go to work, has all his kids at home.

12/28/10, "It's ridiculous that no one plow truck has been seen in the area" wants to know when it will be done

12/28 4' snow drift, no fire truck nor emergency vehicle can get through the block.

12/28/10, 2 street still needs to be plowed, Rodney & Ross between Bedford & Lee Ave

12/28 No plows since Sunday. No city buses in the whole Brooklyn area. Second day home from work. Can't get through to 311. Automated message at 311 - if calling about the snow - they are not answering calls...

12/28 The streets have no been plowed, schools have been cancelled, cars all over the streets, can't get to the grocery store. Grandmother cannot get out of her house to get food, Const. cannot get out of her house. The entire area has not been plowed. emergency vehicles cannot get through.

12/28 Numerous cars are stuck on the Avenue and the Avenue isn't getting plowed.

12/28/210 Never plowed since the end of the snow storm not even once. This is not an illegal street and we don't have public transportation.

12/28 Never seen a plow on her block. Cars are stuck on the block.

12/28/10, Street has not been plowed, btw White & Kent Ave

12/28 Tractor Trailer stuck in the snow Prospect Avenue and 11th Avenue - Car is stuck on 16th Street and 10th Avenue

12/28 The street has never been plowed since the end of the storm

12/28 The street was never plowed since the end of the snowstorm.

12/28 Roads are simply left unplowed, cars cannot get out. never been plowed since snow storm.

12/28 Street was never plowed

12/28 Streets were never cleaned, nor cleared.

12/28 Sanitation Truck stuck on the street and the street wasn't plowed.

12/28/10, street has not been plowed,,,not once, btw Ave R & S,

12/28 Street never plowed and the buses on Ocean Avenue isnt running.

12/28 Const saw 1 plow and left half the block filled. Hospital ambulances should be able to get through buy they can't. major Avenues are not getting cleaned. People can not get around ,no deliveries for the stores over there people are losing money.

12/28 Street never plowed. 311 is busy



12/28 BP Has a sanitation depot on 55th & 19th Ave, there are hundreds of trucks there with plows, and NOT one has come to plow the streets. Right now the snow has turned into ice. People in this area are trying to get to shul, ppl are prisoners in their own house. Grocery/Banks...

12/28 Street never plowed

12/28/10, abandoned Yellow school bus, blocking the entire street on 10th Ave between 51st & 52nd St

12/28 Street never plowed since the storm

12/28 No one has come to plow the streets on 67th street. None of the adjacent streets. Called 311 and she gets is a busy signal.

12/28/2010,4:00pm Fire truck at the corner of Rogers, has to go down Maple Ave & Midwood St to return to it's post,between Bedford Ave. no plow trucks came through as of yet, and Midwood St between New York Ave to Flatbush Ave , It's imperative a plow go thru to clear the street for the emergency vehicles/fire trucks to go thru which hasn't been plowed. Said she has gotten calls for CB#9,14,17, it's URGENT they get to Kings Cnty Hospital ASAP, Brookdale Hospital which is a trauma center, and the Susan McKinney Nursing Home... calls are coming from the District Leaders and other offices asking her to reach out to someone to help ASAP

12/28/10, They haven't seen not one plow truck in the area, E 21st St between Ave P & Quentin

12/28 Snow shot out from B train tracks, btwn 15th & 16th going to BK, and it broke the windows & frames of windows into house. House was filled with Snow & glass...

12/28/10 no plows has come thru between Patchen & Ralph...

12/28 City Bus is stuck since sunday 19 Keap Street,in area, snow is everywhere and has been untouched. 1 plow came through this morning he said he needed special equipment and has not been back since, because the snow is too high.

12/28/10, They haven't seen not one plow truck in the area, Ross St, all of Broadway all the way to Flushing Ave to Kent & Broadway, it's pretty bad

12/28 Const cannot take out his car, PS.180BK is clogged up, there is no place to get through. Surrounding blocks has not been touched, everything on the block is closed in. People cannot get out, nor in. Blocked in.

12/28 Need Plowing

12/28 Nothing has been plowed, Hospital area has been plowed that's it. All other side streets no plows have been seen over there. Cars are dug in. Streets are blocks off no entry, no exit.

12/28 E 26th between L & O Ave, the entire Avenue L

12/28 The entire 94th St all the way up to Ditmas Ave, Avenue, not a single plow has come through

12/28 Not a single plow has gone thru the area, it's a mess, Hancock St between Lewis Ave and Bedford Ave

12/28 between East New York Ave & Rutland Rd, is a mess, cars cannot get out or in, they haven't seen a plow truck in sight, there was an emergency with a little boy and they had to get him over to Empire Blvd to EMS to administer care

12/28 I'm disabled and I can't get off my block~ walking, cab or otherwise.

12/28 Larger roads, 14th st, was plowed but not salted. Smaller residential roads are almost impossible to get through and not plowed as of 9:44pm today. Crossways are dangerous and slippery for residents. Cars continue to get stuck in the snow while

trying to drive to/from their homes. Cars had double parked during the day due to lack of parking spaces. I've noted two vehicles going the wrong way on one way streets by my corner due to these conditions.

12/28 there is a taxi cab blocking street near 25th ave. and street has not been plowed 25th ave and 28th ave are also impassable.

12/28 there are four other boroughs besides Manhattan. Our street and many others in 11104 Sunnyside Gardens are not plowed and therefore unpassable. How are people who NEED to drive supposed to get to work? Or in an emergency, what to do?...

12/28 a plow was sent along Skillman avenue. B/c the plow scows to the right, the above streets are blocked from Skillman Ave to 39th Street -- plows have yet to come through them, I doubt an ambulance could break through, there is, effectively, a three to four foot wall of snow blocking each street.

12/28 ...Trapped on the street almost 2 days after last snow flake

12/28 "The streets in Beechhurst are a total mess. It is impossible to drive out and the buses are unable to complete their routes due to the same situation. Please make sure that the Mayor is aware of this problem. I tried to report the situation to 311 but after waiting 20 minutes on the telephone I gave up. ...

12/28 Can't get car off block because street is unplowed. Sanitation came to the block, got stuck, made a u-turn and left. They have not returned and there has been no one else here to plow since storm started.

12/28 Unplowed street at 210 Street, between 41 Avenue and 39 Avenue, Bayside, Queens, NY

12/28 ... I live on a dead end street so I know the plow won't be here for another week!

12/28 street not plowed

12/28 4pm tuesday and no plow has been down our block, this is by far the slowest response in the 13 years we have lived here.

12/28 "68th ave between main st and 147th st.  
as of Tuesday 12-28-10 10:35 am  
not a single plow has made an appearance!"

12/28 Hi - none of the streets in the local area have been plowed since the onset of the storm!!

12/28 68th Drive has still not been plowed as well as where it meets main street snow is piled up there possibly because it has not been plowed

12/28 Not a single plow truck has come in this area.

12/28 Street has not been plowed at all.

12/28 A plow came by today (12/28) at about 2 pm drove half way down the block, scratched a parked car and gave up on the block backing out without finishing

12/28 No plowing

12/28 on 150th st i saw a plow drive by twice that was not even plowing. just sprinkling some salt.

12/28 Haven't seen a plow since the snow started. Vehicles -- including a mail truck this morning -- keep getting stuck in the middle of the road. Please send plows!

12/28 "Good day! I hope you can help. So far today (the 27th) 6 vehicles have gotten stuck outside the apartment on 54th ave -- including a flatbed truck and a mail truck! I do understand there are many roads to plow, but I hope they come our way soon.

12/28 it is 48 hours after storm and we still have not seen a plow...WHY????

12/28 Streets all around us have by been touched. We need help!

12/28 both streets have not been plowed. Bourton has a massive wall of snow left over by a snow plow. entire street is totally undriveable, with 4' mounds all over.

12/28 As of 3:30pm on Tuesday, Dec. 28th, my block is still unplowed.

12/28 Also all the side streets are unplowed, 64th Place, 64th Lane, 601st St., 64th St.

12/28 "Side streets in Glendale are unpassable.... tertiary? how do you get to the main roads. Myrtle Ave a main st. cutting through Bklyn and Queens wasn't plowed for a second time until late last night(Tues Morn).....

12/28 this is a dead end block that I live on. residents are elderly, not a plow how come through. the snow is waist high, we are unable to dig out our cars and if we could, we can't even drive down the block.... how is ems supposed to get through if my elderly parents need assistance or for that matter my neighbors. the majority of them are over 60 years old. this is an epic fail on the city's part. every time it snows my dead end street never gets plowed. it is a full 2 days after the storm going on 3. CLEAN UP THE SNOW ALREADY.

12/28 THE CLEAN UP FROM THIS STORM IS THE WORST I HAVE EVER EXPERIENCED. I AM 65 YEARS OLD SO I HAVE SEEN MANY. TO MANY STREETS UNPLOUGHED, NO SALT APPLIED AND EVEN MAIN AVENUES NOT CAPABLE OF TWO WAY TRAFFIC...

12/28 "No streets in Lindenwood have been touched we need to get to work and to stores. Yhe store here has nothing in it because no one can get into Lindenwood.  
"

12/28 Cars are getting stuck in the middle of the road all over the neighborhood due to unplowed and unsalted streets since the storm began.

12/28 vechicles unable to move down street

12/28 The street remains unplowed and cars are consistently getting stuck driving down it. My car is a four-wheel drive vehicle, but cannot make it over the drifts

12/28 Cars abandoned and street is unplowed, as well as Pitkin ave and crossbay Blvd .

12/28 Most of the roads in this neighborhood still unplowed even once

12/28 It is now two days since the snow stopped and still no sign of a plow. The streets are not passable. I pray my 86 year old Dad does not get sick

12/28 85th St has not been plowed & people with cars not trucks have been getting stuck. Luckily people have been helping so they get off the block. There were cars stuck on 91st Ave but I don't know if they have been removed yet. It still has not been plowed.

12/28 STREET NOT PLOWED OVER 1000 FAMILIES ON THIS 1 BLOCK. ALSO AT 84-02 98 STREET BRIARWOOD CONDO'S PLOWED THERE PROPERTY & COMPLETELY BLOCKED SIDEWALK & PART OF STREET

WITH A MOUNTAIN OF SNOW 7 FEET HIGH MAYBE 15X15 FEET WIDE. NO PASSAGE AT ALL ON SIDEWALK.  
THERE CONTACT # IS LOU GIANO

12/28 This street is a link between the Jackie Robinson Pkwy and Brooklyn. It is considered a primary/secondary road but has not been plowed at all. Also, Park lane South between Forest Park Drive and 76th Street has also not been plowed but the rest of Park lane South has been plowed

12/28 Elderly \$ ill retired judge lives on this street. A doctor \$ many healthcare professionals need to get out to work

12/28 IT IS NOW 12:40PM ON DEC 28TH 2010 AND OUR STREETS HAVE NOT BEEN PLOWED! THERE IS NO ACCESS  
DOWN OUR STREET!! THIS HAVE NEVER HAPPENED BEFORE!...

12/28 Unplowed street

12/28 there have been no plows down my street whatsoever and i have a stranded car parked right next to me so i can't even move my car if i wanted to please help!!

12/28 I am a Far Rockaway, Queens resident. It is now 9:10 am on Tuesday, December 28, 2010, and my street (Cornaga Court, between Reads Lane and Annapolis Street) has yet to be plowed even once. We have elderly residents on the block who require access from the Visiting Nurse Service and the street is impassable even with my AWD vehicle. I have never experienced this type of delay in making the streets passable. Your assistance in this matter would be greatly appreciated.

12/28 Our street saw a plow on Sunday afternoon when there was no reason to plow as accumulations had barely effected traffic but WE HAVE NOT SEEN A PLOW SINCE. OUR STREET IS COMPLETELY NOT PLOWED AND SEVERAL CARS TRYING TO LEAVE THE STREET HAVE GOTTEN STUCK, REQUIRING TREMENDOUS EFFORT TO GET THEM UNSTUCK. OUR CHILDREN WERE SUPPOSED TO HAVE SCHOOL AND ARE NOW HOME FOR THE SECOND STRAIGHT DAY WITH NO END IN SIGHT SINCE WE HAVE NOT SEEN A PLOW....

12/28 We still have not had one plow go through the street yet.

12/28 the neighborhoods in this area have not been plowed at all

12/28 City Plow stuck for 5 hours !

12/28 The plows have not come down the street since Sunday. It is impossible to drive at all.

12/28 No plow came down the block

12/28 No plow. Unable to get through to 311 (I tried 4 times so far). Reads Lane did not get plowed either.

12/28 No plow has been up the block since the snowstorm began, and an abandoned U.S. Postal Service truck is at the beginning of the street partially obstructing the block from traffic.

12/28 There is an abandoned black geo prism blocking half the street- cars can get by but not a plow. The street has not yet been plowed. Plows have been going up and down cornaga ave but never once turned onto Neilson street.

12/28 Bay Ct , and Beacon Pl have both not seen a plow once. There is an elderly Dialysis patient that was supposed to go for dialysis on Monday . He cannot get out.

12/28 it seems our neighborhood doesnt count at all since there has been no plowing at all. it is Tuesday night. school is closed tomorrow for the 3rd day in a row since the streets can't be driven.

12/28 streets not plowed

12/28 Plow left too much snow on these Streets to drive on

12/28 Two days - we have cancer patients, senior citizens, pregnant women, and no street access.

12/28 Plows come by, but do not plow. They are coming by with the plow in the up position. COMPLETE unpassable

12/28 Where is the snow plow? Call us at 718-224-4203.

12/28 Between B6th and B9th the snow had not been plowed as of 10:45 am on Tuesday Dec. 28th.

12/28 77th street & 45th ave & woodside ave, thy have not seen ONE plow, 77th is a major through street to Elmhurst hospital, it hasn't been plowed nor shoveled, nothing is going on there. John Dorohity hasnt been doing his job. Meter parking should not be put into effect esp since people cannot get their cars out of the streets. People have NOT been plowed. It is ridiculous.

12/28/10, Haven't seen not one plow truck in the neighbourhood, street is untouched, main streets are untouched, NOT ONE SINGLE PLOW IN THE AREA!!

12/28 No truck has come in, access-a-ride truck has been stuck on the corner of coolidge & daniels, with 5 old people sitting there for hours, there has been no plow, on the whole of coodlidge avenue.

12/28/10. Her Deli has no food bc main st has not been cleared, neither is her street, no plower has come through as of yet

12/28 Have not heard a snow plow since the storm started.They cannot get out on the road. People are trying to get around but it is difficult

12/28 Car abandoned since Sunday night, middle of a one way street. No passage, clogs the whole street. Called 311 and they said that they do not handle that. They told him that NYPD and sanitation are the ones handling that. Wants to know if the person who abandoned the car can be towed and fined. This is a fire hazard, right in front of his apartment building, blocking the street. And wants to know why 311 could not address this issue. If they couldn't help him, how would the NYPD and sanitation know about the blocked car. 718-291-9077, cell

12/28/10, her dog is going thru Chemo and has to go for treatment, she has noway of getting out bc street hasn't been plowed, this is between Union Tpk & 75th Ave

12/28 Using excuse that cars are in the streets, he was on sanitation, and if the cars are blocking the streets you divert the trucks. They are going down the same streets twice (primary) not the secondary streets. Says that there are a lot of trucks in the sanitation garage w/plows on them, but because of the layoff of so many workers, they have no one to man them.

12/28/10, car is stuck and has blocked the garage to where there are over 50 cars, it needs to be moved, street needs to be plowed, the car is on 68th Dr, btw 108th & Yellowstone Blvd.

12/28/10, over 2 ft of snow in the street, they plowed the main road and piled up the snow, so residence has to literally climb up the snow to gain access to st

12/28 Abandoned van in the middle. Tried to call 311 and couldn't get through.

12/28 It is 7:50 pm on Tuesday night and we have not seen a plow yet. There are no cars blocking the street - HELP

12/28 The street has been untouched. If a fire truck, police car or ambulance needed to get on the street it would be impossible. In the past this street would have had at least 4 passes by a sanitation plow. We need help.

12/28 Noon Tuesday Dec 28, street still not plowed

12/28 My street and many other have not been plowed. ...

12/28 The street has not been plowed. One plow passed and cleared street on Tuesday Morning. Another plow came by Tuesday night but his plow was up.

12/28 MY STREET HASN'T BEEN PLOWED YET. THE PLOW DID COME BUT GOT ITSELF STUCK DOWN THE BLOCK SINCE 11 AM AND THE TRUCK IS STILL THERE WAITING FOR HELP.

12/28 No Cars are in the street blocking the plows. Still not plowed as of 11:00 A.M. on Tuesday

12/28 The snow plow came more than 24 hours after the snowfall stopped. The plowing was inadequate for the block. the plow was stuck, and after an hour of trying to get out of the rut, the plow left, with the job incomplete.

12/28 It is now 4:30 PM on Tuesday, December 28, 2010. We live on the corner of Joseph Avenue and Oakville Street and neither street has been plowed even once since the beginning of the storm. We have been unable to get to work for two days due to the poor handling of this snow cleanup.

12/28 all side streets off of Harold Ave have not been plowed. everyone is stranded.

12/28 Sanitation drives past the houses located at the dead end and the snow is not being plowed. She called 311 and they will not give her a confirmation # for her complaints. Says this goes on every time there is a snow storm. Was kept waiting on hold and when finally got through, was told that they would take her report and not taking request.

12/28/10, all of Washington Ave(btw Harold St & Oakville) which is a long block hasn't been touched, they've piled up snow in front of her home, cannot get out to go to work

12/28 Abandoned Blk Acura [ ] blocking the top of the block, and no one can get in or out.

12/28 311 suggested that she make a complaint against Sanitation and only gave a confirmation # when she agreed to do so. Would not take complaint about street not being plowed.

12/28 Every street has been plowed but her street. Her son and her neighbors dug out her street, and her son went down the block to see if he could get out and noticed that all the other streets were plowed.

12/28 Was never plowed. There was a mediocal emergancy yesterday and no one was able to respond. We pay taxes and I expect this in return. You give us 24 hours to shovel our sidewalks I also give DOS 24 hours to shovel the street.

12/28 Cul-de-sac, trucks will not come in. Can't get the newborn to the doctor. 10:30am - first complaint, supervisor at 311. Whole block called. Told her they made a formal complaint. Losing pay - can't go to work. Shoveling the block to try to get through.....Wants a phone call back today. Very frustrated and upset and...

12/27 No snow removal in Throgs neck as of yet.

12/27 Snow removal? Buses stuck, trucks n cars stuck.THE BRONX IS ALWAYS TREATED UNWORTHY!....

12/27 they need to shovel near corners in brooklyn heights. hard to get across streets. clark street station poorly shoveled

12/27 Streets are not plowed, but people walking in the streets because they cannot walk on the sidewalks.

12/27 no snow removal over here

12/27 snow plow hasnt gone down my block once this morning!!!

12/27 NO snow removal at all on E59th in Brooklyn, NY. What is the strategic plan for snow removal? The City was expecting snow since 6am Sunday, which gave the City plenty of time to have a head start!

12/27 Dekalb and Kent looks bad

12/27 Slow in Bed-Stuy as usual.

12/27 It is nonexistent nothing happening we are off of Fulton Street at Marcy Ave.

12/27 I am supposed to be in King's County Small Claims Court this evening and I cannot find out if they will be open. They are not answering their phone and 311 told me to call them. Are the courts closed open today and tonight? I just called the main number for NYC Civil Courts. Evening small claims court is canceled.

12/27 In Bed-stuy (willoughby ave) have not seen no snow plows car stuck in middle of street and my landlord have not tried to clean in front of the building.

12/27 There are two lanes plowed on Vanderbilt. All side streets are impassible.I know you have a professional interest in cleaning it up but I have to say, it's really beautiful & a lot of fun...

12/27 Bainbridge street btw stuyvesant and lewis. Nothing

12/27 NOT GOOD IN BUSHWICK, THERE WAS NO PLOW AT 9:00 AM

12/27 Kensington Brooklyn, not a plow in sight.

12/27 Bensonhurst is snowed under.

12/27 ditmas e 2 and e 3 5 cars stuck in middle of road. BP a parking lot

12/27 ... Absolutely no cleanup in Kensington: east and south of Prospect Park. ...

12/27 Car abandoned on East 26 St b/w Ave L-K

12/27 There was NO snow removal in Marine Park, Bill, and hardly any plowing! There are several buses stuck in the snow here. One is stuck on Avenue R at Gerritsen Ave, and I saw another on Nostrand near Quentin while I was trying to get to work in Maimonides. No buses.. no trains.. and most of the streets are absolutely impassable!

12/27 The upper Eastside has no path... shut down the city

12/27 Chelsea- avenues seem okay, streets are not. My street is impassable as of this morning.

12/27 Snow is being removed in the Carnegie Hill area quickly. However, I wish it would stay. I love the snow! Too many complaints.....the City are not miracle workers. Enjoy it since it hardly ever snows....However, on 2nd and 3rd in the 90's snow is quickly being removed by business owners...

12/27 Streets on UES no plowed at all in the 70's.

12/27 78th on the West Side is unplowed. Broadway is plowed but still snowy.

12/27 no one has touched East 4th street

12/27 East Harlem not at all

12/27 It is very bad here so far

12/27 the bike lanes are moving

12/27 FLUSHING QUEENS. NOT GOOD. WHERE R ALL THE TRUCKS PLOWING IF SO MANY AREAS ARE NOT TOUCHED?

12/27 Looks like main st.,Henderson Ave was cleared a bit. Side streets have not been touched since last night. I hope when the trucks finally come that they do not push the snow unto the path I just dug in front of my home (it happened last year). I am keeping my fingers crossed. Thanks for asking.

12/27 Thanks for asking! Kew Gardens - Austin Street/Lefferts Boulevard ... pleaseeeeeeee send help!!!

12/27 Rockaway is a diaster . Cars , trucks emergency vehicles stuck . Even Sanation vehicles. I leave on a beach block dead end to boardwalk. At least 3 ft high....We have no public transportation at all.

12/27 Not at all in Arverne, Queens -Far Rockaway. Streets are impassible and the snow is drifted to 4 feet in places. No plows, no trains, no busses! From one Bill to another!

12/27 we have not even seen a plow truck in elmhurst .....

12/27 Live in Long Island City, Queens on Crescent Street a main street to go into the city an NO Sign of the street being cleaned!!! This is between 39 - 40 avenue no happy at all!!!

12/27 Staten Island streets are being TOTALLY NEGLECTED, as usual. It is a disgrace that the Carriage Horses are out there



Change  
from Alma  
Rosa L. 1549, DC37

# THE COUNCIL THE CITY OF NEW YORK

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: 1/10/11

(PLEASE PRINT)

Name: Ron Arnero

Address: 125 Barclay Street NY NY 10007

I represent: Assistant Director, Clerical Division, DC37

Address: representing 911 + 311 operators

# THE COUNCIL THE CITY OF NEW YORK

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: 1-10-2011

(PLEASE PRINT)

Name: BRIAN KUNTZ

Address: 93 MARLBOROUGH RD. BABYLON NY, 11702

I represent: UNIFORMED FIRE ALARM DISP. Assoc.

Address: 139 FULTON ST, NY NY 10038 Suite 315

# THE COUNCIL THE CITY OF NEW YORK

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Steve

Address: 204 E 23 ST NY C

I represent: UFA

Address: \_\_\_\_\_

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Vincent Variale

Address: 4709 30th St. LIC, NY

I represent: Uniformed EMS Officers, FDNY

Address: \_\_\_\_\_

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Patrick J. Bahnen

Address: 47-09 30th St LIC NY

I represent: Uniformed EMT's Paramedics

Address: \$ Inspectors FDNY.

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: 11/10/11

(PLEASE PRINT)

Name: Harry Nespoli, Local 15A - Local 1531

Address: 250 CMAA Street

I represent: Jon Paul Gorman, P.A. Group, LLC

Address: represent 1611

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: 1/10/11

(PLEASE PRINT)

Name: Ralph Pelladino Alma Roper

Address: 125 Barclay Street NY NY 10007

I represent: 1<sup>st</sup> Vice-President, L1549, DC37

Address: \_\_\_\_\_

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: 1/10/11

(PLEASE PRINT)

Name: Tom Hernandez

Address: 1090 East 36<sup>TH</sup> ST Brooklyn

I represent: Fraser Civic Association

Address: Brooklyn, NY

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**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: FRAN VELLA-MARONE

Address: 7317 12 Avenue Brooklyn

I represent: Dyker Heights Civil Association

Address: 1072 80 Street Brooklyn 11228

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**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

☐ in favor ☐ in opposition

Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Patrick Reynolds

Address: 225 Broadway, Suite 401 NY, NY

I represent: Uniformed Fire Officers Association

Address: same

Please complete this card and return to the Sergeant-at-Arms