

FlashVote helps you make a difference in your community

Survey Results: Snow Removal

Survey Info - This survey was sent on behalf of the City of Plymouth to the FlashVote community for Plymouth, MN.

These FlashVote results are shared with local officials

780

Total Participants
673 of 1190 initially invited (57%)
107 others
Margin of error: ± 4%

Applied Filter:
All Responses
Participants for filter:
780

Response Time (ho...

Started:
May 14, 2019 9:17am

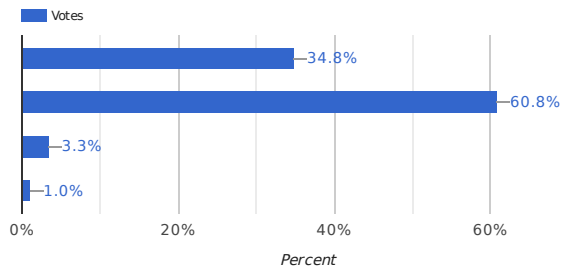
Ended:
May 16, 2019 9:02am

Target Participants:
All Plymouth

Q1 This past winter (2018/2019) the City of Plymouth updated the Snow Plowing policy to trigger a snow emergency at 2 inches, down from 2 ½ inches. Below 2 inches, the City only plows major streets. During a snow emergency, all city streets are plowed curb-to-curb including cul-de-sacs, which can take 8 to 10 hours.

Which best describes where you live?

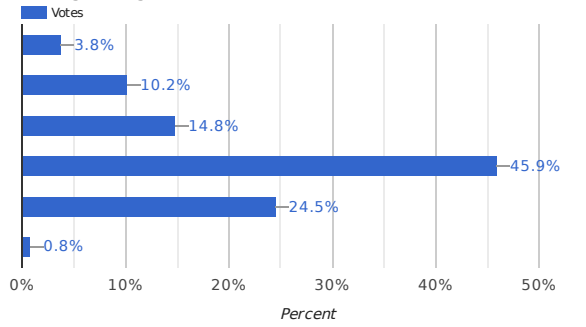
Options	Votes (778)
I live on the bulb/curve of a cul-de-sac on a local or residential street	34.8% (271)
I live on a local or residential street, but not on the bulb/curve of a cul-de-sac	60.8% (473)
I live on a major street	3.3% (26)
Not Sure	1.0% (8)



Q2 Please rate your satisfaction with the *timeliness of snow removal* in Plymouth as a whole this winter:

Options	Votes (763)
Very Dissatisfied (1)	3.8% (29)
Dissatisfied (2)	10.2% (78)
Neutral (3)	14.8% (113)
Satisfied (4)	45.9% (350)
Very Satisfied (5)	24.5% (187)
Not Sure	0.8% (6)

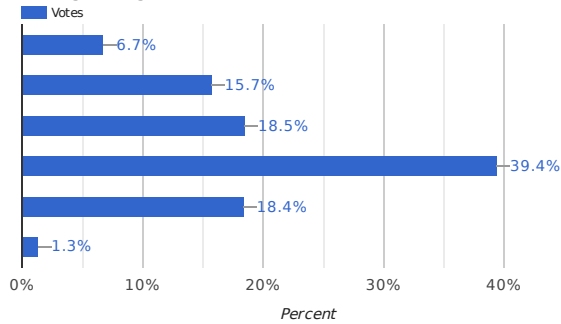
Average rating: 3.78



Q3 Please rate your overall satisfaction with snow removal in *your neighborhood* this winter:

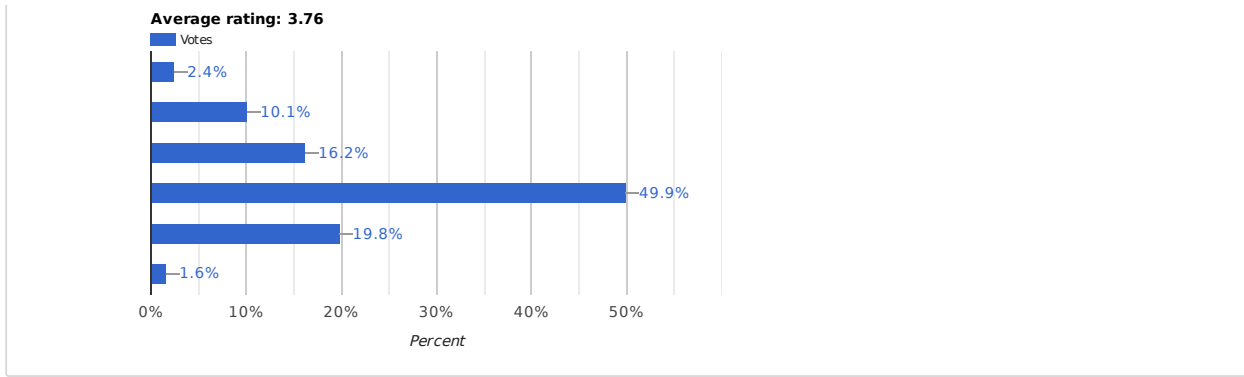
Options	Votes (762)
Very Dissatisfied (1)	6.7% (51)
Dissatisfied (2)	15.7% (120)
Neutral (3)	18.5% (141)
Satisfied (4)	39.4% (300)
Very Satisfied (5)	18.4% (140)
Not Sure	1.3% (10)

Average rating: 3.48



Q4 Please rate your overall satisfaction with snow removal in *Plymouth as a whole* this winter:

Options	Votes (759)
Very Dissatisfied (1)	2.4% (18)
Dissatisfied (2)	10.1% (77)
Neutral (3)	16.2% (123)
Satisfied (4)	49.9% (379)
Very Satisfied (5)	19.8% (150)
Not Sure	1.6% (12)



Q5 Besides lowering the citywide snowplowing trigger from 2 ½ inches to 2 inches, the City also added two additional snowplow routes to help clear snow quicker. The City is looking at adding an additional snowplow route and also expanding the number of cul-de-sacs plowed by city staff versus contractors.

Do you have any other comments or suggestions about snow removal in Plymouth, including anything you would change?

livede time driveway job sac ice street
 cul plow snow road
 city year remove winter pile

Great job this year

The cul de sac snow removal is horrible. They often plow up yards but leave snow 10 feet out in the cul de sac at the end of driveways. The contractors even destroyed my neighbor's basketball hoop.

We live on West Medicine Lake Road - they could turn their plows to the west, so that it would go into the boulevard and not into everyone's driveways.

Make sure plows go to curb, particularly on side of street with mail boxes.

Snow is dumped to the entrance of my driveway by city/contractor plows after I clean it. I think it is possible to do a better job.

This past winter was very difficult on the postal workers. We tried to keep it shoveled out in front of our mailbox but the plows were not taking their time to clear a decent path. I know some people have plows take out their mailbox, but there was a huge discrepancy on our curve.

clear all of the cul-de-sacs not just the outer circle, be mindful of mailboxes

If the road, such as Schmidt Lake Rd, is 4 lanes wide, then 4 lanes should be cleared CURB TO CURB and all 4 lanes should be TREATED with salt/chemicals if it is or is forecasted to be icy. There have been several storms where there is heavy outer lane traffic, ie., turn lanes) but those lanes have been scary to use because of the lack of treatment--especially by the high school where we have inexperienced drivers. Our neighborhood was a ratty mess also--glad I have 4WD. There was a weekend over the winter where the intersections were complete ice, too, which is unacceptable. Safety should come first. I understand the environmental needs, but then the city should look at alternatives besides just deciding not to treat at all.

The timing of when the city plow does the street vs when the smaller truck does the sac. Almost every instance the sac was cleared by the truck and then the main plow came by later pushing line of snow from the street coming up into the sac blocking some side driveways-defeating the purpose of the sac truck.

It seemed much better this year overall. I live on the side of the cul-de-sac where all the snow gets dumped and the giant pile of snow kills our grass there. It's just unfortunate - I don't know what you could do to avoid it. I've heard of cities that pile the snow in the middle of the cul-de-sacs, I don't know if that is an option.

Check intersections after plowing. Some were dangerous with ice build up that needed more follow up.

The cul-de-sac program was horrendous. Not only does it take hours, there were multiple instances in which a large plow went through and half assed pushed some snow around and no smaller plow came through to clean it up. All this resulted in was higher snow mounds that I had to remove myself in order to get to work or back into my driveway. There appears to be no accountability for the cul-de-sac program and it is extremely frustrating to deal with tons of snow and struggle to get out of my driveway only to find bare pavement not far from my house.

Wonderful job with the exception of ice control, especially in front of "ganged" mailboxes. Treacherous! But I understand what an incredibly difficult winter this was. The City of Plymouth trucks were more visible than usual at Cimarron Ponds and the city subcontractor, GroundsCare did an amazing job. (They also plow our driveways via a contract with our HOA and it's a perfect partnership.)

This past winter was better then previous years. This year though, they would plow our street and come back hours later (one day it was 12 hours later) to plow the cull de sac. I just don't know why they don't finish the cull de sac while they are already here.

plow did take out several mailboxes and turf in the boulevards

Additional maintenance of West Medicine Lake Blvd would be appreciated. It gets quite icy in the winter and is a windy, hilly road. I often adjusted my route to avoid that road over the winter due to safety.

Is there any way of communicating the timeline for plows hitting the different neighborhoods? It would help to know when the plows are coming through to plan for the clean-up of the end of the driveway / sidewalks / mailbox, etc. I know it couldn't be precise, but there must be a plan - and there must be GPS on the plows.

Great work, thanks for keeping our streets safe

The major roads need more attention, more often. Medicine Lake Drive needs to be plowed far more often due to its hills and curves. Please also pay more attention to where the curbs are. Our street drain was covered in snow a good 4 feet into the street. We had to call for help from the city to uncover it as the street was turning into a lake once the thaw started.

Much better snow removal this year than last!

The efforts of snow removal to keep the mailboxes cleared this year was much better than past years. So that is a big plus! Having sand or salt spread more often could be helpful though as our cul-de-sac can get really slick, especially when the freeze thaw cycles begin in the spring time

Nope, this year was good - especially with the "late" winter..

We live across the street from playground/park. In our neighborhood, this playground is in the middle, surrounded by the houses. Yet when the snow get plowed the piles if snow are being moved not to the side of the street where the playground is but to the residential side burying our driveways and mail boxes. Please, change that!

Plow the side streets faster. Clearing the main streets is great, but if I can't get out of my driveway or down the street, I'm still unable to get to work.

You say 2" on residential street but y'all came through with a whole lot less and took snow off the existing bank of snow, not on street, and dumped it at the end of our driveways. Not a respectable thing to do. Especially for the elderly that live on our street.

Plows would clean our street but then not plow the cul-de-sac. They would pick-up their blade and turn around. A different plow would come 12-24 hours later and finish the cul-de-sac. Is there a separate crew responsible for cul-de-sacs? Seems very inefficient and makes plowing worse for the second truck when all the snow has been driven over and packed down. What is the protocol for sanding and salting? Our neighborhood is surrounded by steep hills and many folks were stuck and unable to get up the icy road, including delivery trucks, mail trucks, homeowners, etc.

There was significant damage to neighborhood lawns done by city plows this year. Yards were marked, but plows still damaged the properties.

About 2 years ago, Plymouth switched contractors for plowing my cul de sac. Since that switch, I consistently have a 4 foot pile of snow pushed up to the end of my driveway and mailbox. When the snow is heavy and wet it is very difficult to move this pile out.

Plow the trails

Keep up the great work

I like winter walking, and always appreciate trails getting some clearing.

Plymouth is doing a great job with the snow removal process! The only item of concern I have is this past season with all the late heavy snowfalls, I experienced high snow banks that made it difficult to see oncoming traffic when trying to turn out onto the intersecting street. I'd appreciate if snow back heights are monitored on major Plymouth roads for traffic trying to merge on from side streets.

I live on Upland lane. I think Plymouth is doing good work. Our cul de sac seems to lag during big storms in terms of removal...and oddly it is just the bulb/cul de sac at the end that is often times neglected. Meaning the main part of the road is plowed...but they leave and come back for the bulb later for some reason. We are not upset, but since you are asking...it would be great to have a bit more priority if possible. We understand there is a lot to balance though.

I do hope these changes are positive, especially adding in additional city staff to cul-de-sacs. There was a lot of inconsistency in how our cul-de-sac was plowed this year. Sometimes the snow was nicely piled up next to the driveway and the street was really cleared curb to curb (despite so much snow!). Other times it looked like it was done in a hurry and there was maybe only one or two passes taken. I know as a cul-de-sac we have to wait a little longer, and this winter was extraordinary (I hope!), but there were times when it was difficult to be patient. Thanks for continuing to evaluate this and make improvements!

Plows need to get closer to mailboxes and driveways. I am 66 and I don't feel I should be shoveling streets when the plow misses 2 feet in front of my driveway and my mailbox. That's 20' x 2" of heavy snow I am shoveling. Also, when school is not in session (vacation, weekends) our street is totally ignored.

Cul de sac isn't cleared soon enough. It's fine for a big truck to get out but not a typical car. Also, still too much snow in front of our mailbox.

How about training the drivers that the reflective sticks put out by the homeowner's are to delineate where the turf meets the pavement. When you run them down, you are tearing up yards not clearing the roads. Also enforce the city ordinance that requires homeowners to clear their sidewalks.

Be more careful around the mailboxes!! We had our post demolished by the snowplow this year, and it has happened in other years as well.

We live on 15540 59th Ave N and have been very dissatisfied with the snow-removal from the City of Plymouth. Our roads were not de-iced properly and it became a hazardous situation

Thank you to those running the plow trucks and salt trucks. Those that don't agree or who complain don't understand how hard and how complicated it is to work with snow. It's unpredictable and removing it has many complexities. Plymouth is offering us a great service that is done well!

There were a couple of occasions this winter where the school bus was unable to get up the hill on our neighborhood street to my children's bus stop due to ice and snow on the road. On one occasion the bus actually slide down the hill backwards and hit a bank of snow and mailboxes. I would suggest prioritizing neighborhood bus routes for snow plowing to ensure the safety of the children on the bus.

The City needs to find a means to mark where the curves in the residential streets. The drivers either tear up the lawns or take the curve so wide that half the street does not get plowed.

Generally, very pleased. Once in a while, it's challenging when we have a long drawn out snowfall, and major roads like 101 are not plowed until snowfall ends, or not as frequently. If we could do it more frequently during a long drawn out snowfall, that would be great.

Overall good job. I live on the outside of a curve - would like to see plow get closer to the curb. Thanks.

Yes, please get us cleared out on the cul-de-sacs!!! Even if you are not on the "bulb" it is annoying to have to drive through deep snow for so long before it is cleared (providing it is cleared at all!).

Of the numerous snow falls this winter, our cul de sac was only plowed one time. It resulted in difficult conditions, particularly for all the young children that live on our street and need to walk to the bus stop on a daily basis. I'd like to see the city ensure that all cul de sacs are plowed with each snow fall - though am open to contractors or city employees.

The change made a big difference this year... much appreciated

The cul de sacs are cleared well. I wish it was done a little earlier in the day cuz I use my snowblower and then have to do it again after the plows come through

We have a park near our house that is not plowed. It would be very helpful if all parks could be plowed so there would be a safe place to walk in the winters (since streets are never plowed all that well). Also, we are constantly calling the city to have our cul-de-sac plowed because it is constantly left undone (even after waiting 10 hours as instructed). Last, it would be helpful if plows would stop piling the snow on top of our mail box.

I appreciate the work the plow drivers do, especially this past winter.

We live on a street that has a T, our driveway is immediately after the T and we end up with the majority of the entire T up our driveway. Would be fine to push it straight up onto the lawn, but the heavy snow up our driveway is very difficult to remove. Also the width of the plowing has many mailboxes unable to get mail.

It was a tough year. Given budget/needs, I would stick with how things went this past year. As a homeowner on a one block cul de sac, one snowfall we didn't get plowed until 6 PM of the day of the snowfall. It was still OK.

Timeliness and quality of snow removal was excellent. Did the change from 2.5 inches to 2 inches have other benefits? It seemed to generate more piles to remove at the end of our driveway and in front of the mailboxes.

On the cul-de-sac, a full-sized plow would clear the other side of the cul-de-sac and lift the blade and never touch the side that our home is on. After every snowfall, I had to shovel the street around our driveway so my Prius didn't get stuck and could make it back in my driveway. There was rarely any salt left in our neighborhood which meant that my daughter played dodge the car at her bus stop. One time, the bus never came because she could not make the turn from the plowed street into our unplowed neighborhood. I had to take my daughter to school that day since a bus couldn't, and couldn't stop at the stop sign leaving my neighborhood and slid into the busy street. I like the environment, but we need more salt and timely snow removal.

Snow piled high at corners of intersections dramatically reduced visibility to oncoming traffic and posed a serious safety hazard. May be necessary to push back further or use a front end loader to remove snow to improve visibility.

In the last 2 to 3 years, it gets worse every year, every snow being an even poorer job than the one before it. We had a bobcat driver openly peeing in our cul-de-sac. This of course after he took out several mailboxes.

The street was not done curb to curb but just down the middle.

It seemed that the snow was not as effectively removed this year as in the past... or that the roads were not treated with effective chemicals/sand/salt to improve traction. Roads seemed more dangerous this year than in past years to me. Thank you for requesting this feedback, and for working to improve the safety of our community.

There was no salt or sand put at any stop signs in the Shiloh neighborhood. This would help greatly to keep cars from sliding into intersections. Also, it would be helpful to come back through a few days after a large snowfall to clean up some of the snow that wasn't cleared in the initial plowing.

We live on Niagara Lane North and 52 nd Ave. Niagara Lane is sloppy street. If your plow throw some sand and salt will help smaller cars to go up on Niagara Lane North.

Salting- getting ahead of things. We had PLENTY of warning time for storms this year. Also, mailboxes need to be cleared- i didnt get mail SEVERAL times. We just need to do better and be safer.

Moving from using contractors to city staff to plow cul-de-sacs was a very good move as the plowing was more timely and there was less lawn damage on my yard.

None

Our house is at the end of the street on a cul-de-sac. The plows deposit more snow in our driveway than any other driveway on our street. It is probably because our driveway is one of the last ones before they exit to a main street. As an elderly couple with health problems it is very hard for us to remove snow.

Two suggestions: 1) Take care not to plow all the snow over driveways and mailboxes. Every winter I invest a lot of time keeping the two driveways and three mailboxes at the end of our cul-de-sac clear...only to have the City of Plymouth snow plow push all the snow back over the driveways and mailboxes. We end up doing a lot of rework and hard labor when an extra minute or two of careful plowing could avoid the whole mess. I sometimes think the driver(s) does it intentionally. Of my two neighbors that share the drive entrances: one is an elderly couple and the second is a couple with a young child. Snowplowing 4+ feet of snow over driveways and mailboxes creates a real hassle for us and doesn't fully resolve the problem you are trying to solve when plowing. 2) Consider not just snow amounts but also snow type to trigger plowing. The dense, icy slush we had this last winter is just as, if not more problematic than 2+ inches of snow. Thank you for your service to the community!

The drivers are great!

Late plowing When you have to be to work by 8 and the plow ends arriving at 9:00 AM Ice.... Live at the top of the hill so ice is always a problem

The contractor plowing my cul de sac did an excellent job plowing and stacking snow with their skid steer loader. Please DO NOT change that aspect of our snow removal. Thanks.

Our mailbox was a casualty of plowing this year. We understand that the city is not responsible for the amount of snow Plymouth received and that city staff/contractors performed improved snow removal in a difficult situation. However, it would be useful if the snow removal communications/emails from the city would include information on how to receive mail without a box and contact information for the post office location(s) from which Plymouth mail is delivered. Having this information in advance would have made the experience less frustrating. Lines at the Golden Valley post office are long and parking is limited. That said, we appreciate our regular mail delivery even more now!

I'm very happy with the snow removal in Plymouth. I'd also like to complement those who plow the walking paths all winter so that we can walk our dog and ourselves 12 months/year.

I did notice our street was not skipped for plowing as in previous years, but sometimes the plow was needed again later during a snow event. My neighbors and I had huge ice and snow ruts in the street which were difficult to maneuver. I was afraid of damage to the under carriage of my car.

I am happy with 2 1/2 inches before plowing except for very wet slush that can turn to ice overnight.

I thought major routes like Dunkirk , Vicksburg etc we're plowed great but the side streets in Shiloh were terrible all winter. Lots of ice that was never cleared. Pls consider additional plowing once the snow begins to melt. The re freeze was treacherous. .

Can there be follow up done with homeowners, after the snow season, to address lawn/yard issues caused by the plowing? There is a 4 foot long section at the edge of our yard that was completely torn away by the plow - no grass left.

also need to have better consideration for ice and sanding the roads. We have super slippery roads in Plymouth and entry to our townhome development. Also, we don't live on a cul de sac, but do live on a curve and they pile it right on the curve so we could not see pulling out of our driveway. Dangerous

Be more careful about destroying our lawns in the process of snow removal.

Our street (26th Avenue) was severely damaged this year. It has never happened in the past 25 years. 15605 is our address.

The intersections leaving our neighborhood onto 101 are constantly icy. Cars and school busses have a difficult time exiting the neighborhood.

You may need to plow multiple times during and after a snowfall. I live on a side street and we may not see our curb after the first snowfall.

City did good job last year even we had several severe snow storms. But I would like to clean the streets if the snow is above 1 1/2 inch

Great work, thank you!

We would love to limit amount of times snow plows come through. There is no need to plow residential streets at 2 inches and then again at 2 inches. 4 inches is very passable by any car on the road. plowing too often wears streets and creates extra nessesity to clean the driveways.. Also PLEASE make sure city crew or contractors do not dump additional snow (except normal plow discharge) towards fire hydrants.

Some streets were extremely icy. Is it just me, or did the city use less sand/salt? I saw some scary moments and feel that more sand/salt would give us better traction and prevent fender-benders.

Cul de sac plowing needs to utilize smaller plows that can plow the full curve instead of plowing only in front of driveways but leaving a pile of snow in the middle. It doesn't help if you can pull out of your driveway only to get stuck in the circle of the cul de sac!

Yes, very often in 2018/2019 winter, it took too long to plow the side streets. I was visiting a friend who lives in Plum Tree East a couple days after latest snowfall and there were ruts large enough that I had to compensate with steering due to all the snow that remained on the roads. I live on a side street as well and it often took quite awhile.

I don't have a problem with the timeliness of plowing. 2 1/2 -2 inches means nothing to me. I'm dissatisfied with the quality of the plowing. In front of my house, witch is not a major street, sometimes doesn't get plowed at all. Even though the street right around the corner does because its more of a major street. And when they do plow, they push the snow onto my yard and don't clean up the street well enough. No one could possibly park there the way they leave it. And plenty of times they leave big piles which, after they freeze, become hazards.

Use large blowers.

I do not believe we need to lower the snowplowing trigger to 2.0 inches. There just maybe times due to the slush & ice with common sense that the plows should be called out sooner. the standard of 2.5 is appropriate in most cases.

I believe that main routes were being plowed more often and earlier--even as traffic was driving on it. This was a good change to help drivers and seemed to help get streets clear sooner in the following days.

I'm in a cul de sac, and several times the past 2 winters, about a 10 foot wide area of snow was deposited in front of my driveway. I hate to pull the senior citizen card but it's difficult to clear this quickly. My snow blower can't even handle it. As I said this is a relatively new situation and it seems making your staff aware of the danger of me and others not getting out of the driveway due to the extreme width of compacted snow, is an easy fix. Please help us with this situation.

Need to treat ice. It is not all about snow; it is about the danger that I've brings. It must be treated to keep both people and cars safe. Also, go back to the original snow plowing company. The current company is awful! Mailboxes are plowed down (costly to fix) or you can't even get to your mailbox, extra snow is plowed back into your driveway in cul-de-sacs, and there seems to be a complete lack of pride in their job. Don't care about doing a good job just want the money. If you consider the total cost of this contract, adding in mailbox repairs, labor related to all of the poor plowing and mailbox issues, my guess is this plowing company exceeds the cost of the original company and you have dissatisfied Plymouth residents. Seems like an easy decision to me. Go back to what worked.

Ximines Ave between 53rd Ave N and 55th Ave N needs better snow removal. This stretch of roadway contains a valley which can get slippery and hard to traverse at times. This piece of road is also a part of the 791 Metro link route

It was good all winter until the last snowfall of the year. Our street was never plowed. It may have been 2 inches or less but it left a mess for weeks.

Plowing cul-de-sacs with city staffers would be a welcome change and yeild more consistnet resluts. Ours was missed twice this season. After a call to the hot line, the skeleton crew responded quickly.

Plow curb to curb. Our street was 18inches from the curb from day one and only got worse

The real problem this year was with ice. It would be helpful if the city could have a better plan for removing (or avoiding) ice. It was definitely a huge problem this past winter.

Is it possible that the City could change the direction of the route once in a while? We always get the second pass of street plowing so we always seem to end up with a much larger pile of snow at the end of our driveway. It would be nice if every once in a while the route could change direction. Also--the plows do not get as close to the mailbox as would be desired (I guess when they do--sometimes the mailboxes go down). It is a lot of work to try to shovel out the snow packed around the mailboxes. Thanks for the great job the city and the snowplowers do!! Other than that we are very satisfied.

How can we as residents help the snowplow operators with marking streets and driveways? I would like to thank you for planning for more snow and pushing the piles in the streets back before we needed the room. Keep up the great work you do for us residents of Plymouth a southeastern home owner.

We live in a newer neighborhood with narrow streets. The snowplow shorten our street significantly on both sides. Yet we are responsible for plowing our mailboxes.

Consider treating the streets. During the Christmas season we got that awful wet, then ice then snow. I just assumed the conditions were insurmountable when the streets were treacherous after that. You could not safely get down Vicksburg. Still- we drove to downtown Minneapolis.

Not a speck of snow or ice on the streets there- even at St. Anthony Main, which is a cobblestone street. That was telling to me that Plymouth just wasn't doing the primary job of keeping streets safe. Sometimes you have to spend the money. I don't care if my taxes remain flat if the trade-off is dangerous streets.

I would have them put more sand/salt at stop lights this year there was so much ice that only one car could go through lights and back was bad.

My address is 3210 Everest Ln N Plymouth. We have lived here 13 years and this was THE WORST plowing yet. Our plow driver would put the entire cup de sac worth of snow ON TOP of our mailboxes which sits in our front yard. We called the city streets phone # and were blown off. We talked to the plow driver who truly didn't care. It was back breaking to try to get the ice off the mailboxes and we stopped getting mail. It's completely unacceptable and numerous neighbors voiced their concerns which fell on deaf ears. Totally dissatisfied.

Try to plow sidewalks AFTER the roads are plowed-otherwise walks fill back up from the plow (i.e. south Vicksburg).

Need to plow 1" of slush that turned to ice

Plow operators continually pushed snow into the driveway and leaving a large pile of snow to be removed by the homeowner. They start in the middle of the cul-de-sac and go round in circles and leave a large wind-row on the outer edge, up against the driveways. Great, the middle is clear but you can't get out of your driveway.

I travel Cty Rd 24 and Cty Rd 101 daily. I am shocked at how poorly these roads were plowed this winter. I travel to and from St. Paul daily, and was satisfied with the road conditions beyond Plymouth, however Cty Rd 101 ; just before 394 (return as well) is treacherous. Plowing does not get to the road surface, and forget about salt or sand. Wayzata streets are void of snow and ice on 101 to just North of 394, it like a new company plows from there. Also the 101 and 24 intersection is very icy and/or slushy, salt or sand would go along way to keep cars sliding through the intersection. City 24 To 55 is also a joke. You would think with long lights, and all the cameras that someone would notice road conditions. I did not feel safe on Plymouth roads this past winter. My sub division roads were serviced very well.

I think it's fine. People should know it's snowy and take caution. No need for extra routes just for people to use common sense.

Sometimes we don't get enough snow to trigger a plow even lowered at 2 inches but roads were iced over and dangerous - one time this last season was brutal - accidents everywhere. The roads didn't necessarily need plowing but definitely needed more attention than they got. Thank you.

The plowing of our cul-de-sac this winter was poorer than it was in past years when I would have rated it B+. There seemed to be some very inexperienced contractors used on our street this year.

It would be nice if we could get a "follow-up" plowing after heavy snows when it starts to melt. Our side streets were often clogged with a thick layer of slush a couple of days after the initial plowing. It would typically re-freeze overnight and we'd end up with ice ruts. Other than that I've been satisfied with the plowing.

No

Contractors in pickup trucks are not able to do a satisfactory job in my cul de sac (50th PL N off Balsam). Main issues are incomplete snow removal across the cul de sac, not coming closer than 6 feet to the curb at the top of the cul de sac where the fire hydrant is, and backing onto my driveway creating hard packed snow that is difficult to remove. Please change us over to city staff on 50th PL / Balsam if that is feasible. Thanks for the opportunity to comment.

In addition to plowing the residential streets, major walking trails and paths need to be plowed as well. Many people need to get out to walk their dogs, and only having the streets plowed is Dangerous as it causes people to have to use the already more narrow than usual streets, not sidewalks to walk on.

Better plowing around mailboxes and corners so it's closer to the curb. I don't understand why there is often snow 4-5 feet from the curb.

We live at the end of a cul de sac. Snow plowing this winter was much faster than in our previous 15 years here in Plymouth. I appreciate that. Thank you. One thing I would really watch is the quality of the small pick up truck plows. They are very tough on our curbing. We paid about \$15k per house for those new curbs/gutters/drains about 10 years ago, and the plows really beat them up. Please ask them to be a bit more cautious. On the whole, plowing this winter was great. You have a lot of mileage to clear, including all of our cul de sacs, and you have done a super job. Thanks for making it easier for us to get out and about during our long winters!

This year the cul-de-sac snow plowing was worse than in previous years. We were less satisfied this year.

Current program, plus only plowing center of street does nothing but screw up my cul-de-sac. I've had to register a complaint with photos after every snow the last 2 years...plowing in the center of the street which does not help anyone in the cul-de-sac leaves unplowed snow 12-15 feet into the road the city should maintain. All but one of my emails to the city requesting a discussion have been ignored; I was visited by Mike and explained the on-going problem. It is not reasonable for you to not hold your contractors accountable for this. Not pleased - it would be better for you to forget the cul-de-sac and do nothing. After each complaint, someone would come around usually within 1 hour which is appreciated. Check my emails and photos I've sent. Absolute worst service over the last 2 years; prior 8 years were without a single issue. The city should be aware though my emails and photo - so there is awareness; I don't understand the continuing unacceptable practice.

Unplowed cul de sacs turn into ice rinks. I don't live in one but got stuck in one and nearly missed a fire hydrant this winter.

Snow and the amount we get in MN is obviously tricky. I think there are times when we just get "stuck" and I don't prefer to use tax dollars to make snow plowing perfect for every snow situation always... we never will. It is okay if it takes a few hours to clear at times. We need to properly set expectations of MN residents, and weigh the cost vs the benefit.

I have lived in the same house since 1988 and the last couple of years the service which my tax dollars pay for have decreased each and every year... I used to be plowed out by 6 AM, now I am lucky to be plowed out in 6 days... My front yard is not a dump for your inability to get rid of the snow and my driveway has to be shoveled a second time because of the plowing... I should not need a 4 wd to get to the doctors appointment... Whom ever makes the decisions as how to plow and when to plow needs to understand needs of residents, not just those who make the noise and have friends who do their bidding... Also if a city employee is not fully engaged for an entire 8 hours a day, put them to work at seasonal tasks... I see to many supervisors and to few workers... Maybe we need to photograph these slackers and post it on line...

Please pay more attention to the quality of snow removal on the trails. I understand trails do not take priority over streets, however, when the snow is "removed" from trails, the result is often very poor and trails are still largely impassable. Surrounding cities seem to have snow removal on trails figured out. I question if the snow removal on trails is ADA compliant. It is difficult to simply walk on trails based on the current quality of snow removal. I give trail snow removal a D+.

Cul de sacs seem to be forgotten. Independents seem more interested in doing their private sector work first then public

In cup-de-sacs plow closer to curbs and encourage residents to purchase the stakes to mark property lines to aid the drivers. Very good work this year considering the amount and frequency of snowfall

Living at the street end of a cul-de-sac means that as the plow turns into the cul-de-sac we can end up with a mountain of snow at the lower half of our drive, which is a lot to dig out! It would be great if plows did not make a left turn into the cul-de-sac and went straight down the street making a right turn into the cul-de-sac instead.

The trigger should be based on multiple factors, not just the amount of snow. Sometimes a little snow can turn into slush or ice very quickly and cause bigger issues than thicker snow. My husband had an accident on Fernbrook x Rockford this winter because of the icy roads that weren't plowed due to limited snow.

Inner roads also should be plowed may be little latter as a second priority

Neighborhood roads are bad with snow in Plymouth....worst I have seen so far in any Twin Cities suburb

I had to snow blow my way out several times when we had heavier snow because they did not get to our street in time or in the city plow left a big pile at the end of our driveway and the truck that plows out our cul-de-sac which is a pick up truck didn't come until about three or four hours later

Snow plowing should be done on a requirement basis. If there is sleet, it should be plowed even when it is less than 2 inches.

Still need more attention to icy streets.

You guys do a great job, mother nature is a beast.

I think it was good how it was considering the weather we had this winter. I would not add to the current routes. It's winter, we live in Minnesota, we deal with snow.

The only issue I noticed was that sometimes the streets were plowed very well but it would ice up at intersections. Drivers would get over confident then hit ice at an intersection. I noticed this a lot at the intersections of Schmidt Lake Road and (MN Lane and Orchid). Snowplowing was great this year!

Generally, I thought Plymouth did a fantastic job. My only suggestion is to make sure the plows get out as quickly as possible when it's snowing. Thanks for your work.

don't forget about the new developments...

It would be nice if the HOA plows would coordinate better with the city

Snow removal is being handled appropriately. Good job.

Training for the sidewalk plows/blower drivers. I put up long markers to mark where the grass begins and two of them still got hit. Should try to keep it about 6 inches away from the edge so grass doesn't get destroyed.

I've been very happy with snow removal in Plymouth, both in prior years and this year. I live on a residential street (non cul-de-sac) that is a "priority route" and it's almost always plowed by 6am. I hear a lot of complaining about snow removal, and while cul-de-sacs are more problematic, I think those complaining should try living someplace with only occasional snow and perhaps they would appreciate the City's efforts a bit more!

They left snow blocking site lines at corners

The city plows tend to blockade driveways with snow, creating a snow barrier across the driveways. This makes it impossible for residents to leave their homes by car in an emergency. These heavy snow barriers can take one youthful person 30 minutes to shovel! This is after privately paid for snow removal has come around. This issue should be taken seriously by the city.

Be more careful with the pileup in cul-de-sac yards. Hydrant and mailboxes commonly burried or not clear in front of.

We were very happy when the city contracted to the company that did our driveways, to do the street. This eliminated any buildup on our driveway and coordinated snow plowing and removal. Walnut Grove Pond

Pay extra attention to hills & curves. Our street regularly has snow build up on the curve when it meets west medicine, and multiple people have slid into the yard on the corner - one even hit a crosswalk sign.

The snow removal in our neighborhood is not good. The plows do not do a good job of removing the snow down to the pavement and it results in icy roads all winter.

Cup de sacs were not plowed curb to curb. Most snowfalls I was left with 4-8 of snow from my curb out. Snow removal was also quite delayed.

Seems the city focused on the Southern end of Plymouth as a priority each snowfall. Would prefer the northern end of Plymouth get a chance to be first in line as well. Know the city has a plan but recommend this be alternated or set to rotate through neighborhood priority.

My cul-de-sac was skipped multiple times this winter, with residents using snowblowers to clear the street. Vicksburg was very slippery a number of days, almost like it was skipped for sand/salt above Old Rockford?

Snow removed got off to a GREAT start as I was amazed how quick the street was plowed. There even surprised early this winter where the roads were plowed when I really questioned if we got 2 inches of snow. However come March & April then I feel the City started to scale back on plowing residential streets. Thank goodness I have a 4 wheel drive pick up truck.

I wish we would know approximately what time the plows are going to come throug

Not at this time.

Do not mound snow up in front of mailbox banks.

With the amount of snow we got this past winter, the snowplows plowed a TON of snow at the end of my driveway that was very difficult to shovel.

I live in a relatively small townhome development -- the Association contracts snow removal. The service is repeatedly terrible. Would definitely rather the City of Plymouth take care of our location!

The snow plowed destroyed our lawn. Be more careful.

Ice/Salt is a major issue. Main roads are not properly salted/sanded in the AM especially 101 leading to the high school. There are multiple accidents near the high school - the bridge/railroad overpass on Peony just south of the high school being a main area for student accidents. Students have noted that this area is rarely salted in the AM and always icy. The entire strip of 101 from Wayzata proper to 55 and north on Peony is significantly below standard for MN in my opinion. Side streets - who really cares. Concentrate on salting the main roads where traffic is high volume and travels at a significantly higher speed.

Make sure to regularly apply salt/sand to the intersections that are usually really slippery or involve hills. Example: Zachary Lane and 47th. Coming down that hill on ice and trying to turn onto 47th is awful.

Our subdivision was not plowed soon enough. Trenches were formed making it hard to maneuver. Our culdesac was plowed after the main streets in our subdivision and by a contractor. While it was a decent job, the circle part of the culdesac was not always cleared well

Just hoping to lose less mailboxes next year!

Would like to see a better job done of clearing the intersection of Yucca Lane and Co Rd 47. There is a little incline and cars struggle getting onto 47 from Yucca lane.

Add more than 1 snowplow route and please come out earlier across the board. I've lived in other suburbs and states that are much better. Sorry to say. I love Plymouth but snow removal is really subpar.

During the ice storm early in the season our neighborhood was a dangerous skating rink. It seemed to take forever for the streets to be treated, and several neighbors called the public works department to complain. Even school buses were sliding into mail boxes. It takes too long for the cul-de-sacs to get plowed. The school buses, delivery trucks, and metro mobility vehicles use the cul-de-sacs constantly as turn around areas, and need them cleared. The contractors did a nice job clearing snow in the cul-de-sacs.

Seems like the city skips our roads because our private plowed ends up doing the driveways, private roads and the city road. So in a way, the city does not do anything to help? Help could take the form of plowing in advance to give the private plowers a head start?

Start by focusing on main roads.

I live on 23rd and sometimes it's very hard to get to Dunkirk because I am not plowed yet. It seems like 25th and side roads towards 55 get plowed many hours before 19th thru 25th streets do.

The city does a good job here—Minnesotans on cul de sacs should be able to comprehend that their "bulbs" are not a top plowing priority.

I am gone most of the winter, so really have no input for you.

Plows either didn't remove enough snow and left 2-3 feet from curb or went into yards and knocked down mailboxes and tore up sod. Not much in between

Snow plow operators need to be cognizant of where they are putting the snow they're plowing. On more than one occasion this winter I was plowed into my house unable to physically remove the 3 foot wall of snow pushed into my driveway, to compacted and heavy for my snow blower to remove... And I needed to leave the house to pick up my kids from school but couldn't get my car out so I had to ask my husband to leave work early to pick them up. If the plow driver had payed attention to where the snow was going I would have had the same amount in my driveway as my cul de sac neighbors, which a car could get through.

I live right off vicksburg and did notice how quickly and well it was plowed this year as compared to other years.

major roads froze this winter before they could be plowed. Plow routes to the freeways and to the high schools first.

I have seen and observed that Plymouth is one of the city doesn't have good schedule for snow removal. People in Our city are always suffers during winter time. Our School buses suffers and it is very risky for our kids. It's not secure to drive around and not secure for our kids to ride on bus. City should be removing snow every few hours and keeping all streets and cul-de-sacs clean. I am sure this year, city must had been called several times to have streets cleaned. And hoping city has enough people hired to do better service on upcoming winter.

The frequency and amount of snow this year led to challenging conditions, biggest issue was ice acclimation that never melt and snow on top. Is it possible to have trucks just salt city roads more frequently between storms?

No personnel or equipment should be dedicated to removing snow from sidewalks or walkways until all streets have been cleared. I am often discouraged when I see City employees and equipment out working on sidewalks when my street still has not seen hide nor hair of any snow removal equipment.

Roads are still very slippery

More training to reduce lawn damage. The front loader that can scoop the snow more efficiently and get it over the top of the pile has been a good addition the last 2 years. Also had to place 4 calls to city to get the snow removed back far enough for mail delivery. 1st year this has been a problem

nothing! you all are awesome. yes, it sucks to have our driveway blocked when the snow plows come through, but i realize there is no other option. :)

I know it can be hard to see the exact location of curbs but they seem to scrape up a significant amount of my lawn every year.

In previous years, those who plowed the bulb of our cul de sac did a good job at distributing the snow throughout each yard. This year, all the snow was plowed into my yard, which made it more difficult to keep my driveway and fire hydrant cleared. Additionally, there were several storms where our bulb was not plowed as promptly as it has been in previous years. We have lived in our current house for 4 years, and this is the first year we are not happy with the way our bulb has been plowed.

There were a few times this winter where clearly there was not enough chemical put down ahead of storms, resulting in VERY slick intersections, specifically in Plymouth, bad enough where people from other suburbs commented on how bad it was here vs. other suburbs. Also, the streets aren't plowed close enough to the curbs, even on major roads. It seems the quality of the plowing has gone down significantly in the past few years. Changes: more prep for icy intersections, more attention to keeping the drains clear at the end of cul-de-sacs (ours is always a lake once melting starts), more timely plowing on big snows.

Whoever plows the cul-de-sac, they should plow it like they live there and do a great job. This means not piling in front of hydrant and get snow removed to the curb, not "close enough"

I know folks complain about the snow removal a lot, but we had great experiences all winter. It was a tough winter and I thought the snow plowing was done well/timely.

Our local streets have been substantially damaged by the plows over the last 3 years, with NO repairs!

The plow would not do the entire cul-de-sac and would move all the snow over the sewer drains which would block them.

The timeliness is great. The issue that I have is that my mailbox gets repeatedly hit by the city plow as they are clearing the snow. I know its not just an issue with my mailbox as I see similar impact to other mailboxes throughout the neighborhood as they are damaged and/or leaning. Our mailbox is installed per the building code. I'd be happier with the overall service if we didn't have the collateral damage.

Don't pile up 4 foot wall of wet and compacted snow right in front of our driveway. We are the last house in driving direction in our cul-de-sac and always end up with a wall of snow that literally prevents you from leaving the driveway in the morning. If there would ever be an emergency to leave in a hurry we'd be screwed royally. Very frustrating!

Perhaps additional salting on residential streets would help. Plowing was in general timely enough in response to heavy snowfall.

No

we live on pilgrim lane which always was considered a thru street (to PMS & RHS) and had great timing and wide snow plowing - this winter was a disaster throughout the entire neighborhood. we commented often that you must have pulled back on the budget - the above surprises me greatly

Snow getting piled up in front of driveway when the city snow removal does the job. It is very hard to clean for us using a small snow blower after city snow removal does this mess. I am very much disappointed in doing double cleaning of our driveway.

No

we are the last part of the street to get plowed...if at all. Drivers always forget to go all the way down 48th Ave North...they don't seem to remember there are houses at the end of the cul de sac! Not happy with the service we get - been like this for years. Poor job city of Plymouth!

I think the city needs to be proactive when there is not just snow but sleet, ice or rain. Most vehicles can get through snow, it seems the issue is with ice storms. The city needs to concentrate on cleaning the side roads especially where they intersect with a major road. It is very hard to get out from side streets when those roads are covered with snow or ice. Also once snow has melted the city needs to go back into side streets to clean up the slush that is still there.

No I am happy with the work done.

Thank you for the snow removal that you do. Here are a few comments: Vicksburg north of Hwy 55 was not cleared very well. Couldn't believe how bumpy, icy and unsafe it was, especially when we kept driving on same road south of hwy 55 and the road was TOTALLY cleared and safe. Is a different chemical, sand or salt used in different areas of Plymouth? It also seemed other cities roads were cleared better sooner. Also our neighborhood, Steeple Hill, is not cleared/treated very well, always very icy, so much so that school bus could not get up a hill. Not sure how to improve it, but a trash collector asked me one day if our roads are plowed and then he said, "I see a lot of roads in the cities and Plymouth has the worst roads".

Do enough to keep ya safe but not too much that would raise taxes

We need to add gates to drivers don't dump large piles at the ends of driveways. This technology is common and used many other places. Overall this year was better than last, but we still seem to be slower at clearing streets than our eastern Nextdoor neighbors.

Fire hydrants should not be plowed in in cul-de-sacs.

Clear hard packed snow from the end of driveways and sidewalks after the streets are plowed; Plow residential sidewalks in subdivisions

Snow removal in Plymouth seems much better some other cities in the area.

The loader with a plow does not clean the streets as well. The truck with the additional under body blade does a better job of removing the snow.

That action plan is much needed - looking forward to a more timely response time it will provide!

The timing of snow removal was very off this year as compared to previous years. Also, I think there was lack of judgement in putting down chemicals when we got ice instead of snow. Temps were high enough and the weather was predicted to be ever changing and I did not see a single salt truck on the road on the way to work. Cars were sliding everywhere.

Not at this time, My association plows our finger street/driveways as of right now. I think City of Plymouth did an adequate job considering the rough winter we had this year.

Wishful thinking: The kind of snow plows they have in Canada and some other places that lift going by driveways so driveways aren't plugged.

Our street doesn't get plowed as often/quickly because we have a cul de sac at the end. Please plow more often! It gets icy ruts due to the lateness/inconsistency of plowing.

I understand some may want the streets cleared quicker and less snow on them afterwards, but I think would like to limit the salt use on street so it is less damaging to the environment. Thanks for your hard work.

Our turn lane into our neighborhood was never plowed this winter, which made a lot of people mad that weren't turning & expected us to off road on the snow to get out of their way.

Would appreciate guaranteed residential removal overnight. Multiple times this winter I would wake up to clear driveway, just to come home in the afternoon to have to clear massive snowdrifts from plows that came in the middle of the day.

When they plow the cul de sacs it is not nearly as good as previous. Sometimes plowing over the drain. Sometime 10 feet away from driveway. Plymouth didn't respond etc

There was an independent contractor that plowed in a white pickup- I believe it said SW. He sis an awesome job!

Our contractor didn't do a good job on our culdesac on 40th PL N, frequently leaving snow in front of the mailbox, including piles 15 feet from the curb. I'd like to see at least more supervision of contractors.

Oddly, it seems Maple Grove plows faster and better than Plymouth. Don't know why the roads suddenly got better when I crossed that city line on Hemlock Blvd. If Maple Grove can do it better, maybe find out what they are doing differently. And where do we complain if our neighbor's snow plow is leaving half of their snow in the middle of the street? We'd need the big city plow to come to our cul-de-sac again, not something I'm thinking the city is wont to do.

They pushed huge piles into our yard from across the PLE school. Our grass and yard are ruined. We are basically starting over with our lawn.

I live on a cul-de-sac and was very happy with the new snow removal procedures.

Everyone on the streets who plowed this year should be fired. The roads were horrendous for days. Thx.

On our street it would be nice if they plowed closer to the curb. Some places they don't all the snow up and we end up having bumps.

Residential streets- For long period accumulating snow events, do plows head out during the event? Or do they always wait until it's over?

At first the cul-de-sac cleaning was awful. We complained...a LOT and it got better. But really, why should I have to complain? You don't have to call me to remind me to pay my taxes. Hire good people to start with and save yourself the headache. We still had to call a few times at the end of the season as well. There was one guy who was GREAT and one where we'd just cringe if we saw him because we know it would be 10 feet from the property and buried mail boxes. My husband also called at the last snow because the bad plow guy came and it was a joke. But the guy from the city showed up within 30 min. And did it right. Please find a solution that doesn't require us to call all the time. Also generally the Plymouth streets are not good and have lots of ruts. Drive across 169 to New Hope to see how to do it right. There is literally a visual and physical difference in the poor quality in Plymouth and the excellent quality in New Hope. Interesting since their taxes are much less than ours.

Main roads in Plymouth are cleared well and cleared quickly. We live deeper into our neighborhood (Seven Greens) and as we get closer to our house the plowing job gets worse and worse. It seems the entrance into the neighborhood and as you initially drive in is plowed more effectively than the roundabout near our house and the street in the back of the neighborhood. Makes no sense why a thorough job can't be done for the entire neighborhood.

I live on a very narrow road. The horseshoe formed by Vinewood and Wedgewood off of Sunset Trail. I've lived there 14 years and this winter was the best we've had as the road was plowed with a real plow instead of a pickup truck. But the road still got narrower as the winter went on. 2 cars can barely pass each other in the latter part of winter. Please continue to plow as close to the edge of the road as possible throughout the winter.

I live at 11120 51st Ave., North this is an inside curve. To help the plow driver I have for the last 34 years placed markers along that curve. The last two years they have been destroyed + damage.

A minor point - the time of day snow is removed has an impact. Early morning or afternoon seems best so that I would only need to snow blow my driveway once. Clearing my driveway and then needing to clear again after plows come through takes more time.

For some reason, the plow drivers don't plow all the way to the edge of the roads. Because of this the roads get narrower and narrower as the winter goes on. There was about 5-6 feet on each side of our road that was not plowed by the end of the winter.

Yes, add an additional snowplow route. It was a very rough winter for getting around!

Some drivers continue to need more practice so they don't cut corners too short and / or mow down reflector-marker posts.

Tangle town resident here. With all the hills in our part of town seems weird that we get the pickup plow more than the dumptruck.

no

If we're having a snow storm and it's 10 inch storm. You wait till the storm is over to save money but we have to go to work the dr etc but we get stuck in the street. 30 years ago that did not happen the city plowed. Not all have 4x4 we might get a slushy storm and you plow late and it's frozen. Now for weeks streets are bad can't even walk to mail box.

When our cul-de-sac is plowed, they do a nice job but it seems like most often the cul-de-sac is one of the last areas to be plowed which can make getting out of the neighborhood difficult/dangerous.

This past winter, I had a difficult time seeing past the snow banks on some streets, like Zachary Zane near Bass Lk Rd. I drive a car and the curve in the road left little visibility, especially considering the road's speed limit. If some of the snow could have been removed from the snow banks, that would have helped considerably.

If there is a rain/snow mix and colder weather coming, the street needs to be plowed fully before the cold weather comes otherwise we are left with huge ruts which take a long time to disappear.

We have a retaining wall with a grass boulevard in front of it. EVERY year the snowplows plow up the grass of the boulevard where it goes around a gentle corner. We completely redid the boulevard 2 years ago ago it is very frustrating to have to redo large portions of it every spring. We tried putting up marker poles- the plow simply plowed them over!

Hi, I was not happy with the way snow trucks remove snow. They don't do the edge of the roads and push all snow onto drive ways so much. Thanks

Thank you for all your efforts!

I would like to note that the safety of the snow plow drivers themselves and the efficiency of removal is more important than removal itself. What I mean by this is that during major snowstorms, it may be safer and more efficient to wait until the snowfall decreases. I know this happened at least once and think it was very wise. I appreciate being notified or having a website update stating it.

When our cul-de-sac got its first pass, the piles would be 5 ft from the end of our driveway, preventing mail service

Much better than last year.

My cul-de-sac was incomplete multiple times even though the trunk was cleared. The trunk debris was left at the entrance or middle for the contractors to finish. I reviewed a dozen surrounding cul-de-sacs and they were not missed. They were completed as expected. My elderly neighbors were put at risk and were shut-in.

Compared to previous seasons our cul-de-sac had poorer service, overall, this winter.

Give contractors more cul-de-sacs and less to the city. Then city workers wouldn't have to be working so much over time.

They didn't seem to get close enough to the curb this year. I would say they were at least a foot to a foot and a half away. I'm guessing that is to avoid destroying peoples yards. But it really narrowed the streets.

The road I live on gets plowed very slowly. It takes them a long time and only 2 blocks away it is plowed rather quickly.

I know that timing with private contractors is very difficult but city plowing dropping piles of snow at the bottom of driveways is a headache. If driveways have been plowed, I feel the City should have an obligation not to plug the driveways with snow. This is quite problematic for home owners that are unable to shovel.

Mailbox line was buried numerous times. My elderly neighbor (90) is unable to get his mail when this happens. An hour plus each time to get it useable. Our mail was held days till we were able to get out there. We are on Pilgrim Lane.

I live on a residential street, where it curves. I always shoveled beforehand and even shoveled about 1/3 of the street in front of my driveway. Too often the plow came as I was trying to leave for work. The plow usually left me with a 3-foot-high mess of ice blocks that was 4-5 feet into my driveway, making it impossible for me to clear it on my own. There needs to be a way for people whose position on the street means the plow picks up relatively more snow and who have done everything right to not be penalized and imprisoned in their driveways.

Try to help with ice/traction and drifts in turn lanes near busier roads

Contractor failed to clear cul-de-sac multiple times even though the trunk was cleared. However, nearby cul-de-sacs were cleared as expected. Trunk plow often left snow piles in bad positions for home owners to navigate around or through. Contractors and City Workers failed its residents.

No. I was happy with our service.

Get new snow plow contractors. Those used last year were late. Used underpowered equipment and did clear the streets very effectively. They seemed like a company totally unprepared for fulfilling the job they took on. They did make Plymouth look good.

There seemed to be confusion between the city plows and the contractor plows on where each person should own plowing for cul de sacs. It was tough because the city plows came by and left big lumps of snow in the road that were hard to maneuver until the contractor plows came several hours later. But even after the contractor plows came by the section of the cul de sac closest to the main road (where the road straightens) had a lot of missed snow piles because the city plows did it partially when they turned around and the contractor plows didn't touch it. Hope that makes sense. Also the contractor plows didn't seem to know where to put the snow and got stuck a lot because their trucks weren't as big as the city plows. I know it was a tough winter for all of us and I appreciate everything the city has done and continues to do to ask for feedback, communicate with citizens, and make improvements.

Please please please please stop plowing me in and blocking my mailbox with debris I cannot possibly remove by myself, especially after I have shoveled my driveway, halfway into the street, and to the curb for 25 feet for the mailperson every single time. I am doing my part but the plow comes by and leaves me with no choice but to call a contractor to move ice chunks that can't possibly be shoveled and re-expose my mailbox. This is just flat-out wrong. There needs to be a middle ground for people on or near the curvy part of a street where the plow picks up so much more snow. Thank you.

I have no other suggestions. Snow removal was done in a timely way.

It would be nice to get residential streets plowed sooner. We frequently end up with a packed layer of snow/ice that the plows do not remove

Our driveway is consistently completely plowed in. Usually Takes us over an hour to dig it all out.

Glad for the change to come. It was a tough winter this year so all in all, city did a good job

Too many icy conditions for driving - need more plowing

Our cul de sac was poorly plowed. Worse then last year. Ask my neighbors. What is the problem?

I see a huge difference from lowering the plows. This past year (and I think the year before) removal of snow from my street seemed much more effective. It seems to be cleared closer to the pavement. Thank You!

I actually think 2.5" was fine as trigger for snowplowing

Contractors are better. Don't add to staffing as then you have little flexibility. What do those employees do when not plowing snow?

snow removal seemed perfectly adequate, so any increased costs would seem unnecessary.

I used to live in the City of Minneapolis and in large snow storms, we did not get our street plowed for over a day. Plymouth does a great job.

Can anything be done to mitigate the large amounts of snow blocking end of driveways after plowing.

We live right next door to the railroad tracks on Larch. They do a TERRIBLE job in front of our house. It looks like the driver's have to raise the side arm when they go through the area with the yellow ballards. The problem is they keep the truck moving so the arm doesn't get back down until they are most of the way past our property. My husband has been outside twice when they have gone by. I few pages back YOUR info said you plow curb to curb. We are lucky if you get within 3 feet of our mailbox. Then we get the letters from the post office saying they can't deliver our mail. I have called AND sent pictures to show them the crappy job that gets done. I was told they would take care of it. They did, but only the next time. One time and one time ONLY we were plowed out like it was suppose to be. It never used to be this way, but the last couple of years have been terrible. Doesn't seem to do one bit of good to call. (Excuse me, 1 time it did) Please fix this!!!!

Our snow removal contract is with Lawncraft. This past winter they were prompt, thorough, esp if i had to call them about something they missed. Responsible!

During large snowfalls the plows created massive drifts at end of driveways which could only be removed by me having to pay professionals to come out. Plows threw snow so far off road it covered entire sidewalk up to 4 feet after we had cleared. More attention needs to be paid on curve/cul de sacs.

Speed was good. Plowing was terrible. They missed many feet of snow on either side of the street. Yet still took out mailboxes.

The main roads and parking lots were plowed well and done in a timely manner. Our neighborhood and others close to us were often left untouched for up to two days post snowfall. Made it hard to get in and out of the neighborhood

Keep up the good work...

No, we thank all of the city workers for their hard work.

I appreciate the increase in routes. I was satisfied all winter with the exception of one snow storm. Our neighborhood was missed and had around 6 inches of wet snow for 4 days until the next storm. Then the plows came.

Find a way to remove excess snow from the cul de sacs. I am at the bulb of the cul de sac and all the snow gets piled in my yard. This year the pile was over 8 feet high. Either disburse it around the cul de sac or remove it.

the intersection of communities need to be saddled more

City staff would be much better. Currently the city does a few streets but it takes forever for our cul de sac to be plowed

Please keep working on a solution not to plow the snow into driveways

1. After 2 1/2" snowfall, plows would plow, but then more snow falls that just gets left and compacted. Are there "cleanup" routes? 2. Our street is curvey and the plows never get near the real pavement edge. So, I have to snowplow the street back to the gutter on both sides of the driveway and along part of the street. Is there a way, either electronically or via the flexible sticks some use along driveways to be sure plows try to get closer to the edge of pavement? This past winter especially, the street would gradually get narrower if residents don't blow it themselves.

Need training for contractors to do cul-de-sacs. They placed snow in our driveway.

Delivery/mail trucks were stuck multiple times. Otherwise I think Plymouth does a good job.

Our grass was damaged by the plow during one of the last snowfalls. Our lot tends to be the dumping ground for most of the snow collected in the cul-de-sac and as a result huge mounds of snow that accumulated.

Prioritize cul-de-sacs over walking paths.

Snow removal crews still do not understand about piling up snow in front of peoples driveways in cul de sac. This is habitual and has been on going since 1978.

Snow removal from a cul de sac should begin by pulling snow from the driveways to the center of the circle and then pushing snow to the surrounding curbs. Not burying mailboxes & drains

Watch out for mail boxes

I think adding plows is a good way to spend tax dollars. Cul da sacs need better plowing. Plows should come out after snow starts to melt and clear the slush. Seems the back residential streets have more build up and starts to get ruts.

Do walking paths/sidewalks more promptly .

Be careful with pushing snow in people's yards. Mine has an underground electrical box on the corner that was almost hit and eventually buried. This in addition to the damage to my yard.

I live on 26th Avenue north and this year was the best year we've experienced for snow removal! Our street historically wasn't plowed well or in a timely manner. Grateful for the improvements and good work!

Have the curbs marked on cul-de-sacs so that they don't dig into my grass every year

Would have been nice to have a decent plowing job without having to complain first.

Anything that would help avoid the icing condition that impacted couple of days would be helpful too. In our neighbourhood (61st ave and 47), it was difficult for school bus to come up the ramp for two continuous days. The kids in our area had to want to next stop in the icy condition. Salting during this time would have helped. We had to keep calling the city and after two days some one was send to salt the street.

More plowing of turn lanes

Great job

M driveway us close to a corner of a busy street a T configuration. and the plows tend to drop a large amount of snow near or at my driveway rather than push it to the other side of the cross street. Its a problem because the snow berm dropped in front of my driveway is too heavy and deep to drive thru or even shovel.

The problem was that when it kept snowing in small increments the street was not plowed and it just kept adding up. We had a number of neighbors get stuck

We were out of town during the heaviest snowfall in Feb so don't really have any helpful comments

When it's stated curb to curb, why do we have to finish clearing snow 2 feet from the curb with our small equipment.

I think our snow removal team is spectacular. Thanks so much to them

Mark utility boxes on curbs, to eliminate snowplow damage to them.

Consider how to handle snow/ rain mix less than 2 inches that turns to ice on the road. Fernbrook and Rockford road was terrible this past winter with ice at times.

Consider need to remove snow in more densely populated areas e.g. streets with condos, senior living facilities, as priorities.

If an ambulance had needed to get into our neighborhood, it would have been very difficult since the area was plowed areas after significant snowfall.

Would love if the slushy snow buildup could be removed between snow falls to prevent refreezing and rough roads, particularly on non-major streets.

First year since moving to our house in 1987, the snow was plowed directly in front of and at our mailboxes and up into our front yards causing much damage to the grass. Complaints by mail delivery people about access, extremely icy as drainage was impaired when street resurfaced. We have a common berm area in center of cul de sac that in previous years the snow was directed toward and was a much better /safer/ less icy solution. This year's plow crew seemed inexperienced, slow to respond. Leadership/ mentoring of crew could have helped improve the quality of the plowing.

We live near the bottom of a hill on a loop (residential) road. Delivery vans several cars were not able to get up the hill in either direction, because deep snow was usually not plowed until late in the day.

We live at the Courts of Nanterre and are responsible for our own contracted plowing.

My biggest issue is the ridge left when the plow comes through after I have shoveled. Not sure I know a solution but that is my biggest issue.

Clear snow around communal mailbox pods so that mail delivery isn't disrupted.

Entering Highway 101 from 28th is very hazardous due to the buildup of slush and snow. Additional sanding or snow removal would be helpful.

Stop pushing big piles of snow in my driveway! And, don't push piles of wet snow, blocking the driveway and having it freeze before we get up in the morning. It's extremely difficult to shovel and makes us late. What department in Plymouth should get our bill from the Orthopedic Physical Therapist?

Well done this winter! Thanks for keeping us moving!

The big city dump trucks sometimes make things worse for the cul-de-sac at 52 & Oakview Ln N when they push the snow south on Oakview, lifting there blade to turn around and exit back out to the North with the blade down. This leaves more snow and deeper snow than if they would have left the snow untouched on Oakview. The residents then need to wait for the contractors to plow curb-curb allowing residences to leave. Due to the short length of Oakview Ln N, could the city just have the contractors plow from 52 nd & Oakview Ln N, south on Oakview including the Cul-de-sac instead or the city dump truck and a contractor?

Discontinue the use of outside contractors for plowing cul-de-sacs. Prioritize street plowing over trail/sidewalk plowing.

A year ago, our decorative mailbox was destroyed by the snow plows. This year our neighbors mailbox was destroyed. They do a very nice job except for the mailbox destruction.

We live in a townhouse in a culdesac...there just isn't enough room for all the snow it needs to be moved off site perhaps to the nearby city parks. The extra snow in parks would make for fun snow hills for the kids

I would like to see dead-end residential streets get a plow once when thru streets get 2 passes, and major roads have had several runs during a larger (4+) snow event, so we can ALL get out to work. The Facebook updates this winter were great.

They wrecked my evergreen in my front yard. I've lived here 14 years and this is the first time I've had my property damaged. I submitted this to the city earlier and never heard back. Very disappointing considering I'm paying \$8,000 annually in property taxes to have the city damage my landscape and ignore me.

When plowing major streets they need to make room to get down side streets even if they are not plowed. It's difficult to get from one street to another with the side road blocked from the main street plowing

They break too many curbs, mail boxes, and break those marker sticks we put in our yard that show where the edge is. They also cover the sidewalks with snow that we just plowed.

We live on a curve and a sometimes get inundated with snow in the driveway because of that. I don't know if it's possible to plow the curve in a different way that makes the snow accumulation in our drive and in front of our mailbox less, but I'd sure like to come up with an alternative!

It was nice to have the cul de sacs plowed this year. In years past, they would get really icy because they weren't plowed and the snow would get packed down by cars. It was hard for people to walk on since they were so slippery.

Snow removal is acceptable. Just keep it the good work. No need for more change.

Snow removal is horrible in Plymouth. I drive down 36th all the way to Robbinsdale and the road is significantly worse when you get into Plymouth. The snow removal in our cul de sac was terrible. I lost a ton of plants and sod from them going way too far up on the yard in between mailboxes! They almost took mailboxes out.

Do better at cleaning the intersection, i.e. the plow goes north/south, then comes back to do east/west and leaves ridges of snow across the intersection that stays for days.

Equipment that avoids creating giant mounds at ends of driveways.

The plow piles up the snow around our community mailbox and then the post office refuses to deliver the mail.

Nothing additional. The proposed plan sounds good.

We live at 16000 53rd Place N and the plow was plowing on the grass. As winter went on the plow kept plowing snow boulders onto the sidewalk. This was a lot of extra work to remove that wasn't necessary. They don't need to plow that close. It was only our house and I am sure it was because it was a corner. The previous 3 years we had no issue. Not sure what changed this year.

It would be great if when they plowed the cul-de-sac, they did not leave a foot high ridge in front of the driveway!

Side roads within neighborhoods need to be cleared quicker to allow people to get to work or be able to get home from work.

Dont pile street corners so high you have to creep out in the steet to see if you should turn.

Apparently the City decided that the east side of Larch Lane could wait to have snow removed, so every storm ours was removed a couple hours after the west side. I know someone's got to be second, but it meant we were driving through heavy snow on our street. That being said, the drivers always do an outstanding job, and I truly appreciate the sacrifices they make to clear our streets.

Some contractors - particularly those with pickup trucks - are quite bad at plowing cul. de sacs. Some are terrible. Our satisfaction improved greatly when a "bobcat" plowed ours. One other comment: The Plymouth full-size plow drivers are real pros. I couldn't be more impressed with the job they do. Kudos!

Powers seem to be less concerned with plowing into grassy areas and plowing down to the dirt. They also plow more than half of the snow in the road onto our side of the street. Our neighbors across from us have much less to plow.

no

Continue policy of plowing at 2" and look to have City expand to add additional cul-de-sacs instead of contractors.

Look at what other suburbs do, because Plymouth was noticeably worse at clearing roads compared to neighboring cities.

Never plowed curb to curb in culd de sac

When the plow come down our street they push 3/4 of the snow to our side of the street and onto my driveway. I choose to shovel opposed to owning a snow blower and I do not appreciate the extra volume of snow that I have to clear.

I live in Chelsea Mews where ProScape did an exemplary job of clearing snow ! The entrance into Chelsea Woods on 18th from Vicksburg is always snowy/icy and dangerous due to traction problems and the speed of cars on Vicksburg.

I think the snow removal was definitely better - however, there were so many times that my car (new tires, Subaru AWD) slid on ice when driving cautiously and appropriate to the weather. Fortunately I have the ability to work from home, and so at least 3 days this winter I didn't make it out of my neighborhood before turning around and deciding it wasn't worth the risk. For others who don't have this option, I would be very unhappy.

Hard to calculate, but it's nearly impossible to coordinate city plowing with my snowplow guy. I usually end up shoveling the end of the driveway after the city plows com through. Don't know the answer except I probably need to buy a snowblower and do it myself

Very difficult for me to get out of my neighborhood during a snowfall event. I'm a physician and need to be able to get to the hospital. Seems that there aren't any plows at all in the neighborhoods until the snow is over. That's too late.

I know the snowplow drivers have a lot of area to cover, but it would be nice to have them be a little more careful about preserving the grass next to the curb. Also, is it a big help to have the metal posts in the yard to guide them, or is that not necessary?

Plymouth's crew seemed diligent and dedicated to their efforts - I appreciate all they do...One thing that sometimes was noticeable - and it's likely two groups - many times I noticed the walkways cleared before the streets, which sometimes is aggravating.

If push comes to shove, I'd take faster clearing of main roads over better residential plowing.

The walking/biking trails, a few times, seemed to be neglected for snow cleanup. I realize it's not as easy, and there was a record amount of snow and effort put into clearing. Thank you for your efforts! much improved over last year.

School bus routes she should have highest priority after main roads.

The courts are never done until several days after a big snow fall. Even when done, it is more like the plows are coming into the court to turn around and do a cursory clean up.

That makes sense to me

Nice job in a tough winter

Skipping neighborhoods causes snow pack to become ice that sticks around as very hazardous conditions for weeks. I would love to see the city clean them out over the next few days.

I live in Lake Camelot Villas and our City Street (Wedgewood) is not cleared enough and is always packed down and icy, especially on the curve. Would appreciate if it was sanded or salted more frequently. Also this winter, at the intersection of Cty Rd 47/NW Blvd if you were east bound on Cty Rd 47 taking a south turn on NW Blvd, the intersection could have been cleared better.

I would like city staff to plow more of the cul-de-sacs. I live in the bulb of one, and although this year was better, the contractors are still hit or miss in terms of quality and timeliness. They frequently do not get curb to curb in front of my house leaving 5-7 feet of snow in front of my driveway. It's annoying to have to snowblow the street in front of my driveway

Nothing, I thought the snow removal process worked well this year for the roads that I drove on

Snow clearance in the community is very poor. Some times it was not cleared till 6 PM. Appreciate if you can clear it within 4 hrs in the community

We were out of town for most of the heavy snowfall. Most of what we experienced this year seemed pretty good.

Need to clear the shoulders also.

Something to prevent big hill made at end of driveway after plow goes through

Understand this is a difficult issue to address, but the volume of snow put back onto the driveway during the blizzards made it very hard to shovel and clear. Any way to help address would be appreciated.

The main snow plow would push the snow into the cul de sac and leave a 6' pile at the bottom of my driveway. It didn't blocked me in but I had to drive around it. It would be hours before a contractor came to clean it up. Not as efficient to me as in the past when the big plow did the cul de sac.

We have a contracted service in our neighborhood and they are not as prompt as they should be for snowfalls. They also tend to leave more snow in the street which is then narrower and difficult to get around

The team did well this year. Thank you.

We need to review where the contractors stack snow in culdesacs; this year they pushed it 15-20 feet into my yard; while the neighbor next door had zero plowed snow lining the street. Our contractor always plowed in the same direction and obvious gave zero thought to the size of the snow piles at the 2 end houses (6140 Cheshire Ln N), while the two houses on either side had very little snow. 8' high verse 18" is ridiculous.

Knowing now that the trigger was lowered to 2" it makes sense now as to why it took so long for the City to plow my residential street. Our street is a pass through from Dunkirk to County 24 and it took probably many hours longer than past years to get plowed. I live on a corner where the plow tends to dump alot of snow at the end of the drive and corner making it hard for people to stop (at the stop sign) and get through to pull out onto Dunkirk.

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