

FREQUENTLY
ASKED
QUESTIONS
ABOUT
SNOW
PLOWING



Snow plowing in Cottonwood Heights is a major operation requiring time, resources, and dedication. To keep our city moving safely, we've invested significantly in clearing approximately 250 lane miles of roads, including 335 cul-de-sacs. During snow events, our team prioritizes roads carefully to ensure the best use of resources. Our focus is on the busiest roads, hills, school routes, and essential access points, so you can count on safe and accessible routes as quickly as possible. Thank you for your patience and understanding as we work to keep Cottonwood Heights safe all winter long!

Who do I call to report a snowplowing problem?

You can call the Cottonwood Heights Public Works Department at (801) 944-7002, Monday through Friday, 7:00 a.m. to 4:00 p.m. Your concerns will be logged and addressed as soon as we are able. If it is after hours, please leave a message. One of our supervisors will be checking the messages periodically

Please note that during a snow plowing event when the trucks are out, we do not alter the snowplow driver routes unless it is an emergency; in which case, we will ask that you contact 911 and we will respond with those services to ensure they have an open path to you. To move from an area to another without following a route would be an inefficient system of plowing and result in longer times to get the roads plowed and roads missed. Please be patient, we will get to each street in the city based on the priorities.

I live on a Cul-de-Sac and our street is always last or never gets plowed. Why is this?

All city roads are plowed and cleared either during or after a snow event but due to limited resources, cul-de-sacs are a final priority on snowplow routes due to geometry, access, and volume of use. We are out clearing and opening roads and will get to your street during this process but if it has been 24-hours since the end of the snow event and the plow has yet to pass through, please contact us at (801) 944-7002.

Why is snow on the side of the road after they have plowed?

We operate a snow plowing service, not a snow removal service. Snow from the plows will be pushed to the side of the road as far as possible to allow for as much room as possible to the traveling public.

Will the city fix my broken mailbox knocked over during a snow event?

If one of our plows hits a mailbox, we will repair or replace it, but this is a rare occurrence because the box is located behind the curb and gutter. If it is hit, it is usually because a driver must back out of a situation with low visibility. When this occurs, we do our best to contact the homeowner to plan for a repair or replacement with an in-kind or better box. In the interim, we will install a temporary mailbox so your mail service will not be interrupted.

More often when a mailbox is knocked over, it is from snow coming off the plow blade. Overtime, mailbox posts will deteriorate to the point they become weak and cannot withstand the winter snow removal. If this occurs, the city will not replace this mailbox. Homeowners are responsible for ensuring the mailbox is sturdy, in good condition, and can withstand harsh winter conditions.

Does the city plow snow on holidays, nights and weekends?

Our policy is to plow when there is a snowstorm. So yes, we work all holidays, weekends, and nights during a snow event to ensure residents can safely drive in the city.

Why can't I move the snow from my driveway and sidewalk onto the city street?

When residents remove the snow from their driveways and sidewalks onto the street after drivers have plowed, it creates ice patches that are dangerous to drivers. When this happens, we must return to the area and take time away from other cleanup responsibilities we are working on in the city. Remove snow onto your lawn instead and keep the roads clear for your neighbors.

Why do plows move snow to areas I just shoveled and, am I responsible for those areas?

Snowplow drivers will make every effort to avoid plowing snow onto sidewalks and driveway entrances or in front of mailboxes. Due to the nature of snowplowing, snow will fall off the blade and be deposited on the right side of the road. This will continue until the snow has been pushed back as far as possible to open the roads.

Residents are responsible for clearing this snow and removing all snow or ice from sidewalks and driveways within 24-hours of the end of a storm.

Review Cottonwood Heights Code Section 14-32-060.

Why is there ice on the road after they have plowed the snow?

The ice remaining on the road after a plow has cleared in an area is compacted ice from traveling cars. Once snow has compacted, a snowplow blade will have no effect on it until it begins to melt. We will continue to salt and clear the ice until it has been cleared.

Why doesn't Cottonwood Heights plow every residential street during every storm?

The city simply does not have the resources to plow every street in the middle of some snowstorm events. Therefore, the intensity and duration of the storm will determine our street priorities on which ones get plowed first. During high intensity or long durations, we will work to clear main roads, school routes, and hills until the storm subsides.

What if I am elderly or can't shovel snow from my sidewalk or driveway?

When a resident/homeowner can't remove snow from their property, resident/homeowner should make the arrangements with a relative, friend, neighbor, church, synagogue, or community group for help. The public works department does not have the resources or time to clear thousands of private driveways or sidewalks. Please be aware of your neighbors needs and help where you can.

What is the city's policy 24-hours after the storm has ended?

Following a storm, we strive to have the streets open within 24-hours. This may be only one pass through, but we will continue to follow-up until the roads are clear. This takes time and we appreciate your patience. We will return the next day to clean up which involves pushing snow back to the curb and gutter, salting, and scraping ice-packed roads.

Who is responsible for clearing sidewalks in front of city-owned property?

The city is responsible for clearing city owned sidewalks and other locations that are designated as city responsibility. These areas are generally on main roads where there is no property that faces the street. The city also contracts with the Cottonwood Heights Parks and Recreation District to clear some of the sidewalks along with the trails that area designated for snow clearing. If you notice a snow-clearing issue on these sidewalks, call the city at 801-944-7002.

What does the Public Works department use to de-ice the streets?

The public works department uses de-icing salt on the roads. They don't use sand due to the high cost and substantial environmental impact. City crews are trained in sensible salting techniques, and all snowplow trucks are calibrated to spread only the amount of de-icing salt required to de-ice the roadways.

Why did I see a Cottonwood Heights snowplow driving around during the storm with its blade up?

The public works department's goal is plowing streets systematically and efficiently. When snowplows move from one location to another to re-load salt, they lose weight (ballast) in the truck and lift their plows to return to the yard to reload. Drivers will also have their plows lifted if roads are ice-packed and they are salting instead of plowing.

Why doesn't the city plow Wasatch Blvd?

Wasatch Blvd is a state road and maintained by the Utah Department of Transportation (UDOT). We will sometimes salt the hill to help with ice control, but as a rule, we do not plow a state highway.

Will the city clear snow in front of mailboxes if the post office will not deliver mail?

No, the homeowners or homeowner associations are responsible for clearing the snow around

mailboxes. If the carrier is not delivering mail to a residence, please contact the local postmaster. Who do I call if there are cars parked on the street and plows are not able to clear the roads? Please contact the Cottonwood Heights Police Department's non-emergency dispatch number 24/7 at (801) 840-4000. The Public Works Department is not authorized to ticket or tow cars parked on the road.

Will you plow cul-de-sacs if there are cars parked on the street?

While we do try to work around cars parked on the streets, cars parked on cul-de-sacs make it extremely difficult to plow and unsafe as they may have to back down the street if there is no room to turn around. The driver will determine if it is possible to plow safely. If the driver determines they cannot make the pass, they will skip the cul-de-sac, report it to a supervisor, and then return after completing the remainder of their route.

