

# STREET MAINTENANCE

The Street Maintenance Division is responsible for maintaining 352 miles of roads, 452 miles of sidewalks, 150 cul-de-sacs, 13 bridges, 21 hills and 58 alleys in the City of Appleton. Services we provide are snow and ice control, asphalt paving, leaf collection, concrete and asphalt repairs and other roadway related maintenance.

## Q & A

**Q: How soon will our streets be plowed when it is snowing?**

A: The time it takes to clear the city roadways of snow can vary depending on the amount of snow as well as weather conditions during and after the storm. A 16" blizzard with wet, heavy, blowing and drifting snow followed by rapidly falling temperatures will take longer to clear than a 4" snow followed by warm and sunny conditions. The priority for plowing is primary streets (arterials), hills and bridges, secondary streets (collectors), low volume residential streets (locals), dead ends, cul-de-sacs and alleys. Streets may be plowed more than once during the storm depending on the amount and duration of the storm and the priority of the street. A final clean up plow will commence as soon as possible after the snow storm has ceased.

**Q: What should I do if our mailbox was damaged by a snow plow?**

A: If a properly installed mailbox is damaged by a snow plow, the property owner should call the Public Works Operations Division at 832-5580. Upon verification of the claim, the cost of replacement will be reimbursed via mail, up to \$125.00. The Department of Public Works will not reimburse mailboxes damaged by the force of the snow. Only mailboxes physically struck by our snow plows qualify for reimbursement. Mailboxes should be installed 41"-45" from the road surface to the bottom of the mailbox and set back 6"-8" from the curb face or road edge. The City of Appleton will not be responsible for any mailbox damaged in the course of operations that does not meet the above requirements.

**Q: My terrace was damaged by the snow plow this winter. Does the City repair the damage?**

A: The City will repair terrace damage caused by our snow plowing operations. The City will not repair a terrace that is settled, not mowed or for damage that is not a direct result of City operations. If you have damage as a result of City operations please call 832-5580.

**Q: Why do I get more snow on my corner than others do in the middle of the block?**

A: Snow builds/accumulates on the plow as it starts to turn the corner. This extra snow "releases" from the plow as it turns the corner, typically leaving a larger pile at the point of the turn. In addition, there is more road surface in an intersection than in a typical mid-block road area which further increases the amount of snow coming off the plow at that point. It is the property owner's responsibility to clear the snow in their driveway placed by our snow plow equipment. Property owners are also responsible to clear their sidewalks and crosswalks. If possible, please clear the fire hydrant or sewer inlet on your street. This helps create a safer neighborhood and reduces city costs for snow maintenance.

**Q: Will the City repair a curb that was damaged by snow plows?**

A: Yes. Please call the Public Works Operations Division at 832-5580 to report curb damage.

**Q: Who do I call to repair a pothole in the street?**

A: Potholes and other pavement defects should be called in to the Public Works Operations Division at 832-5580. Most potholes are formed in the spring during wet weather conditions as well as freezing and thawing conditions. The potholes are typically repaired with a temporary cold patch material.

**Q: City crews are repairing the road in front of my house. What kind of work are they doing and how long will it take?**

A: Street Maintenance crews perform a variety of repairs to the roads in the city. Typical preventative maintenance includes repairing potholes, removing and replacing bad areas of asphalt or concrete, routing and sealing joints in the pavement, repairing or replacing inlets and maintenance holes, removing and replacing water main break panels, repairing bad pavement joints and other pavement related repairs. Repairs can take as little as a half hour or up to several weeks depending on the extent and type of the repair. If you have questions related to road maintenance work please call the Public Works Operations Division at 832-5580. If you need a parking permit please call the Public Works Engineering Division at 832-6474.

**Q: The sewer inlet on my street is sunken or in need of repair. Who should I call?**

A: The City of Appleton Street Maintenance Division investigates and repairs all sewer inlet and maintenance hole structures belonging to the City of Appleton. The City is not responsible for sewer inlets or maintenance holes in private parking lots. Please call the Public Works Operations Division at 832-5580 to report broken or damaged sewer inlets or maintenance holes.

**Q: When/how is Spring yard waste collected?**

A: Curbside Spring yard waste collection takes place in April/May the day after garbage collection. Due to the unpredictable weather of each season, dates are not finalized until we are reasonably sure we can provide uninterrupted collection. A public service announcement will be submitted to the media and posted to the calendar section on the home page of our website at [www.appleton.org](http://www.appleton.org). You may also call 832-5580. Brush should be cut to 4 foot lengths and bundled with biodegradable twine not to exceed 45 pounds. Biodegradable lawn and leaf bags as well as Rubbermaid® type bins may be used for smaller yard debris. Branches, brush, lawn bags and Rubbermaid® type bins must be placed on the terrace, between the sidewalk and the curb the night before collection.

**Q: When/how is Fall yard waste collected?**

A: Curbside Fall yard waste collection takes place in October/November. Please refer to the Public Works Guide or the City website at [www.appleton.org](http://www.appleton.org) for specific dates. The City is converting to a new leaf collection process over the next few years in order to provide cleaner and safer streets and to reduce the phosphorus that gets into our waterways. See the Public Works Guide to learn more about the leaf collection rules in your neighborhood.

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For more information please visit: [www.appleton.org](http://www.appleton.org) or call 832-5580.