FAQ – Snow Removal

BACKGROUND

Can you provide more details on the snow removal service provided by the KMPUD?
This is an optional, contractual service offered by KMPUD on an annual basis. KMPUD began snow removal for its own facilities in the 1990s and gradually expanded to have contracts with most Kirkwood HOAs by the early 2000s.

What is the service area for snow removal?
The snow removal area is defined in each contract negotiated with the individual HOAs.

KMPUD is not responsible for snow removal anywhere on Kirkwood Meadows Drive nor the parking area used by Kirkwood Mountain Resort; these are plowed by Kirkwood Mountain Resort.

What facilities / equipment does the KMPUD have for snow removal?
3 Loaders – Generally used to clear the roads and create snow ramps for snow storage.

2 Loader mounted blowers

3 Loader mounted blades

5 small, self-powered, rubber tire snow-blowers – Generally used for driveways and smaller removal areas.

Vehicle Maintenance Repair shop.

How many customers do the KMPUD service for snow removal?
The KMPUD serves 20 HOAs.

How does Snow Removal service compare between residential and commercial customers?
The KMPUD only services HOAs, not commercial customers.

How does Snow Removal service typically change over the course of the year?
Snow Removal service is provided over seven months of each year, with staffing and operational plans made dependent on each storm system.

RATES / FINANCIALS

How are contract prices set for snow removal?
The KMPUD's snow removal machines are equipped with GPS trackers, which allow us to measure the time spent clearing each contracted service area. We use a rolling

multi-year annual average of time spent removing snow in each contracted service areas to create the percentage of cost for each contracted area. These percentages are then applied to the total snow removal budget to set the next year's contract amount. Annual changes for new driveways, revised snow removal areas, etc. may occur, which can result in changes to this process.

How often are contract prices set?
Annually as part of the Operating Budget process.

What is the annual snow removal operating budget?
It varies from year to year. Please see the current Operations Budget posted at https://www.kmpud.com/about/financials/.

How much money is the snow removal reserve fund?
None. Currently Snow Removal has multiple outstanding interfund loans from the Electric fund.

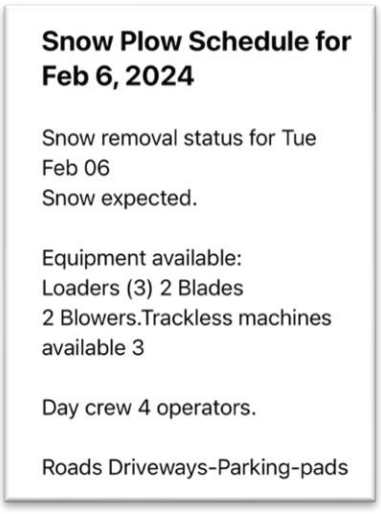
If I have questions about my individual snow removal bill, who do I contact?
If you a signatory (authorized to sign and act on behalf of your HOA) to the annual contract, please contact info@kmpud.com or (209)258-4444. If you are a homeowner within your HOA, please contact your HOA snow removal representative.

CUSTOMER FAQS

What time of year is snow removal service provided?

October 15 – May 15

How does the KMPUD communicate to me about my snow removal service?
KMPUD offers a daily snow removal report by text or email, indicating snowfall outlook and availability of staff and equipment. Here's an example:



Snow Plow Schedule for Feb 6, 2024

Snow removal status for Tue Feb 06
Snow expected.

Equipment available:
Loaders (3) 2 Blades
2 Blowers.Trackless machines available 3

Day crew 4 operators.

Roads Driveways-Parking-pads

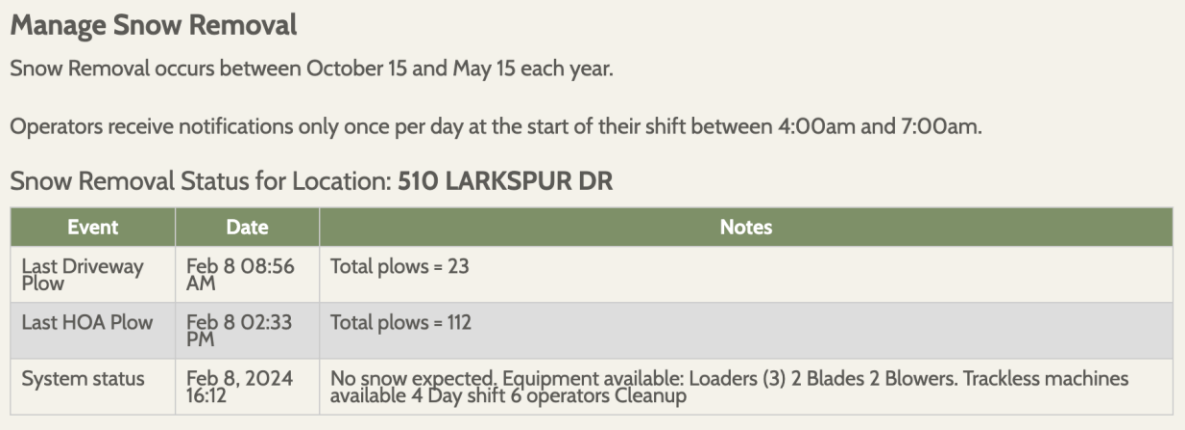
KMPUD also publishes articles in the monthly KMPUD newsletter, and in emergencies via the KMPUD emergency notification system.

How do I tell the KMPUD I am in the valley and request snow removal service?
KMPUD offers a residency notification program for HOA residents with driveways. This program is to allow homeowners to inform the KMPUD when they or their guests are in Kirkwood so we can notify our operators of who is in residence. Please submit these requests prior to 11:59 PM on the day prior to arrival in order to be included on the daily list which is distributed at 4:00 or 7:00 AM depending on the shifts scheduled.

Directions for setting residency:

1. Log into your account on www.kmpud.com.
2. Click “My Account” on the left side of screen and select Manage Snow Removal.
3. Under “Residency Notification,” enter your arrival and departure dates
4. Click “Set Notification.”

The “Manage Snow Removal” page (here) is also where you can sign up for daily reports, by text or email. You can receive these every day, or on days when you’ve notified KMPUD that you’re in Kirkwood. This page also informs you when your driveway and your HOA area in general were last cleared. Here’s an example:



Manage Snow Removal

Snow Removal occurs between October 15 and May 15 each year.

Operators receive notifications only once per day at the start of their shift between 4:00am and 7:00am.

Snow Removal Status for Location: **510 LARKSPUR DR**

Event	Date	Notes
Last Driveway Plow	Feb 8 08:56 AM	Total plows = 23
Last HOA Plow	Feb 8 02:33 PM	Total plows = 112
System status	Feb 8, 2024 16:12	No snow expected. Equipment available: Loaders (3) 2 Blades 2 Blowers. Trackless machines available 4 Day shift 6 operators Cleanup

I am here (and I have not used the residency notification system), can you send someone to plow my driveway right now?
KMPUD does not provide on demand service. Please use the Residency Notification form on the District’s website at least 24 hours in advance.

Customers that forget to use the notification system will be completed during the normal course of business.

I don’t have a driveway, can I sign up for the residency list?
No, however you can sign up for the daily notification message.

During snowstorms, what are KMPUD's procedures snow removal?
Kirkwood can receive a wide variety and type of snow and wind. The snow removal team carefully watches the weather and schedules our operators based on the best available forecasts. While there are no "hard and fast" rules for what necessitates snow removal, our seasoned operators make reasoned judgments each day about when, what, and where snow removal will occur.

Generally, snow removal commences after 4-inches have fallen in a storm.

Priorities are 1) access for emergency vehicles (single lane roads and turn arounds), 2) two lane roads, 3) parking pads and driveways (where applicable).

For each storm, the snow removal plan depends on several factors:

Predicted snowfall (inches, inches/hour, timing of predicted snow);

Type of snow (heavy snow takes more time and effort);

Available staffing and equipment

Kirkwood can experience severe storms where the rate of snowfall exceeds the ability of KMPUD equipment and Staff to remove it. During such extreme conditions, Snow Removal Operators will implement emergency plowing and use all available equipment and staff to help clear the roadways to maintain at least one lane width for emergency access.

How does KMPUD staff for snow removal?
Through the annual budgeting process, based on anticipated needs and contracts. Each year, KMPUD hires seasonal operators. The training process for a fully-trained operator, who can safely and effectively run both heavy loaders and trackless machines, can take several years. Therefore, KMPUD strives to retain trained operators and prioritizes rehiring operators from the previous season whenever possible.

KMPUD also provides housing at no charge for snow removal operators in order to encourage them to live/stay in Kirkwood.

How much snow does Kirkwood get?
KMPUD publishes snow fall and temperature data at kmpud.com.

What are common "Do's and Don'ts" pertaining to snow removal?
Avoid parking on the street. Park in your driveway or paved parking pads. If you MUST park on the street overnight because there is no space for you in your driveway or on a parking pad, plan on moving your vehicle as soon as possible the following morning.

If you MUST park on the street during a storm, stake the four corners of your vehicle with orange snow stakes; these will be easiest for Operators to see in the dark in a blizzard (see picture of a properly staked vehicle below).



When you park on a paved parking pad, be sure to pull in so that your entire vehicle is past the snow stake line marked on the roadway. This is an imaginary line passing between the snow stakes that KMPUD Staff have placed on the sides of the street to guide the Snow Removal Operators.

Whether you parked on a paved parking pad or in your driveway, please dig your vehicle out and move it within 24-hours after a storm so that the Operators can clear the parking pads and your driveway.

Where can I buy snow stakes for when I must park my car on the street during a storm?
KMPUD provides snow stakes for a fee on a first come, first served basis at the Community Services Building on 33540 Loop Road. Please contact the office at (209)258-4444 to request stakes and after payment you may pick them up.

Why was my driveway not plowed but my neighbor's was?
There are a variety of other reasons for this:

You were not on the Residency list (this is the most common reason).

There are operational reasons (e.g., you are easier to plow on the downhill vs. uphill pass).

There are obstructions such as cars, trailers, etc. in the driveway.

The most efficient pattern is to plow your neighbor first then you later, etc.

To avoid potential damage to property, the District will not blow snow over cars or partially plow a driveway if there is a risk of sliding into a vehicle or customer property (sloping driveway).

Why is there a snow berm in front of my garage?
It is District policy to train Snow Removal Operators to remain a safe distance from your house and garage door to prevent damage to private property.

Depending on the snow load in your driveway, experience of the operator, and weather conditions keeping this safe distance can result in a berm of snow of varying size left in front of your garage door.

We do our very best to minimize the size of the berm, however, it is the homeowner's responsibility to remove any snow left over from our operations.

Please do not deposit snow from balconies, stairways, pathways, or any areas outside of the driveway into the driveway as removal of this snow is not part of the contract.

Why are operators so far away from the snow stakes in my driveway?
After a large snowfall, Operators will plow a vehicle wide path to your garage and return later to remove excess snow along the edges as time permits.

Snow can build up behind the stakes, bending them into the normal plow area, thereby reducing the snow removal footprint. Homeowners should periodically inspect their stakes and remove snow that may be bending them into the removal area.

How does KMPUD communicate to me about Snow Removal service?
Snow Removal Communications Policy

Who do I contact about snow removal issues?
The District contracts solely with HOAs for service. Each HOA designates two points of contact for residents of their particular HOA. These contacts are is also available to customers registered at www.kmpud.com, by clicking on Manage Snow Removal.

Residents should refer all issues their HOA contact who will in turn advise the District.