



# PUBLIC SERVICE SNOW PLAN



### Emergency telephone numbers

Name	Number
Bell South Business Repair	1877-737-2478
Comcast Cable	524-1840
Emergency Management	215-1166
Knox County Garage	215-5800
Knox County Sheriff	215-2444
KPD Dispatch	215-4010
KUB Electric & Trees Down	558-2600
KUB Gas & Water	558-2233
PBA Telephone Problems	215-4999
State of TN Highway Patrol	594-5800
TDOT Main Office	594-2403 ext 2112 & 3
TDOT After Hours	594-2413

### Additional Numbers

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**Telephone list and emergency numbers**

<b>Name</b>	<b>Home</b>	<b>Cell</b>	<b>Office</b>
Ballard, Steve	691-5581	755-8589	215-6070
Bell, Gobel	689-4257	755-8591	215-6009
Brace, David	579-3214	755-4775	215-6020
Dyer, Steve	573-4266	755-8592	215-6028
Flemmings, Charles	546-6988	755-8594	215-6002
Graham, Allen	687-4117	755-8596	215-6009
Harrell, Buddy	933-1962	755-8598	215-6015
Huskey, Rick	932-6721	755-8601	205-6006
Inman, Joe	254-4211	755-8604	215-6005
Knight, Pete	329-7058	755-8607	215-6003
Lawhorn, Robert		755-8609	215-6004
Miley, Dwayne	933-4622	755-8613	215-6042
Neubert, Alex	577-3030	755-4187	215-6001
Nichols, Fran	219-9260	755-8615	215-6020
Whaley, Winfield	588-9428	755-8621	215-6043
Whetsel, Bob	521-7155	740-2769	215-2060
White, Tommy	693-7575	755-8626	215-6007

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**Level III streets by service area**

<b>Street Name</b>	<b>Organ</b>	<b>Street Name</b>	<b>Organ</b>
Jenkins Rd	3174	Sisk Rd	3175
Jim Sterchi Rd	3174	Tennessee Av	3175
Knox Rd	3174	Toms St	3175
Oglewood Av	3174	W Oldham Av	3175
Oriole Rd	3174	Walnoaks Rd	3175
Pershing St	3174	Wilkerson Rd	3175
Plummer Dr	3174	Wood Smith Rd	3175
Rennoc Rd	3174	Arrowhead Tr	3176
Rifle Range Rd	3174	Bennington Dr	3176
Rowan Rd	3174	Blow's Ferry Rd	3176
Shannondale Rd	3174	Bridgewater Rd	3176
Villa Rd	3174	Cherokee Bv	3176
Ball Camp Pk	3175	Cheshire Dr	3176
Bradshaw Rd	3175	Corteland Dr	3176
Bradshaw Garden	3175	Dick Lonas Rd	3176
Cecil Johnson Rd	3175	Fox Lonas Rd	3176
Glen Park Rd	3175	Lockett Rd	3176
Glenn Av	3175	Mabry Hood Rd	3176
Hazelwood Rd	3175	Park Village Rd	3176
Jackson Rd	3175	Robinson Rd	3176
Johnston St	3175	Sherrill Bv	3176
Knott Rd	3175	Wesley Rd	3176
Palmetto Rd	3175	West Hills Rd	3176
Schubert Rd	3175		

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**Level III streets by service area**

<b>Street Name</b>	<b>Organ</b>	<b>Street Name</b>	<b>Organ</b>
11th St	3171	McCalla Av	3172
16th St	3171	Simms Rd	3172
22nd St	3171	Stone Rd	3172
Booker St	3171	Taylor Rd	3172
Clinch Av	3171	W Ford Valley Rd	3172
College St	3171	Washington Av	3172
E Glenwood Av	3171	Winona St	3172
Elm St	3171	Beaman Lake Rd	3173
Highland Av	3171	Fairway Dr	3173
Lake Loudon Bv	3171	Holston Dr	3173
Shea St	3171	N Sixth Av	3173
Volunteer Bv	3171	North Hills Bv	3173
Anita Dr	3172	North Park Bv	3173
Ben Hur Av	3172	Skyline Dr	3173
Biddle St	3172	Springhill Rd	3173
Colonial Dr	3172	Valley View Dr	3173
Cruze Rd	3172	Walker Bv	3173
Davenport Rd	3172	White Oak Dr	3173
E Fifth Av	3172	Atlantic Av	3174
Holston Hills Rd	3172	Briercliff Rd	3174
Island Hills Rd	3172	Coster Rd	3174
Jessamine St	3172	E Morelia Av	3174
Lancaster St	3172	E Quincy Av	3174
Lundy Rd	3172	Essary Rd	3174
Magazine Rd	3172	Garden Dr	3174
McCalla Av	3172	Highland Dr	3174

### Trouble spot locations to be completed after level 1

<b>Trouble Spot Location</b>	<b>Organ</b>
Locust St at Neyland Dr	3171
Tobler Ln hill at Kingston Pk	3171
Cherokee Trail route to hospital	3172
Dandridge Av at bridge	3172
E Red Bud Dr hill at Chapman Hwy	3172
Hillwood Dr hill/bridge to nursing home	3172
Lippencott St hill at UT student apts.	3172
Woodlawn Av hill at Chapman	3172
Fern St hills	3173
Holston Dr bus route	3173
Skyline Dr hills	3173
Springhill Rd hills	3173
Holston Dr hills at nursing home	3173
Grove Dr hills at Rifle Range	3174
Haynes-Sterchi hills at Cedar Ln/Dry Gap	3174
Harvey St hills from Woodland to Oglewood	3174
Hotel Av hill from Broadway to Holbrook	3174
Sharp's Ridge hills	3174
Dewine St hills	3175
Elm St hills at W Oldham	3175
John May Rd hill	3175
Nickle Rd curves and hills	3175
Sullivan Rd curves and hills	3175
Broome Rd hills and narrow lanes	3176
N Winston Rd at bridge	3176
Piney Grove Church Rd narrow & curvy	3176
Sheffield Dr hill at Vanosdale	3176

### General Guidelines

The primary objective of the City of Knoxville's snow and ice removal plan is to open the major city streets and the connector streets. This allows residents to travel to and from work and facilitates emergency services such as Police, Fire and EMS. The priority of clearing major streets and connector streets assures traffic movement on the most heavily used streets.

### Administrative Guidelines

Public Service is the agency assigned the responsibility for planning and administering the snow and ice removal plan for the City of Knoxville.

The operational components of the plan, personnel and equipment, are provided by Public Service's Street Services and Construction units. A predetermined route is assigned to each unit with the Manager designating personnel and equipment.

Public Service uses a professional weather forecasting service, Local Emergency Management Agency, the National Weather Service and local meteorologists for assistance in predicting snowfall and accumulations.

Personnel from Public Service monitor all snow operations from the command center located at 1400 Lorraine Street. Close radio contact is maintained with all equipment operators to keep abreast of progress on the routes and to dispatch backup equipment when problems are encountered. A status board is maintained to monitor the field operations.

### Operational Guidelines

The decision to call out crews for a full-scale snow and ice removal operation will be made by the Director of Public Service based on weather conditions at the time of the storm and forecasts for the storm's duration.

If a snowstorm is imminent, the Director, Deputy Director or Operations Manager of Public Service will carry a mobile telephone to maintain contact with the dispatcher on duty.

### Goal

The goal of Public Service is to clear or remove snow and ice from streets to expose bare pavement and permit the safe and orderly flow of traffic.

### Preparations

April	Assist Fleet Services Department with inspection, upgrade or repair of snow removal equipment
July	Inventory salt supply and renew salt contract for coming year
September	First meeting of administrative personnel and snow coordinators *Preparation of equipment
December	Snow equipment and snow removal training

### LEVEL 2 STREETS Service Area 6

Street Name	Location from and to	mi
Amherst Rd	Middlebrook to city limits	3
Bridgewater Rd	Cross Park to Kingston Pk	0.5
Coleman Rd	Papermill to Lonas	0.5
Cross Park Dr	Cedar Bluff to Bridgewater	1
Deane Hill Dr	Morrell to Kingston Pk	2
Downtown West Bv	Kingston Pk to Gleason	0.5
E Weisgarber Rd	Papermill to Middlebrook	1
Francis Rd	Middlebrook to Helmbolt	1
Gleason Dr	Morrell to Gallaher View	1.5
Helmbolt Rd	Francis to Piney Grove Church	0.5
Hollywood Dr	Lonas to Sutherland	1
I-40 Frontal Roads	Bridgewater to Gallaher View	0.5
Lonas Dr	Middlebrook to E Weisgarber	2.5
Lovell Rd	Kingston Pk to I-40	1
Lyons's Bend Rd	Northshore to city limits	1
Lyon's View Dr	Kingston Pk to Northshore	1.5
Montvue Rd	Kingston Pk to Gleason	0.5
Papermill Rd	Kingston Pk to Liberty	4
Peters/Parkside Rd	Kingston Pk to city limits	3.8
S Gallaher View Rd	Gleason to I-40	0.5
Sutherland Av	Hollywood to Kingston Pk	1
Vanosdale Rd	Middlebrook to Kingston Pk	1
Westland Dr	Northshore to Morrell	2

**LEVEL 2 STREETS Service Area 5**

Street Name	Location from and to	mi
Cedar Ln	RR tracks to Central Av Pk	0.5
Central Av Pk	Bruhin to Callahan	3
Dry Gap Pk	Central Av Pk to Sanford	0.5
Heiskell Av	N Central to Texas	1
Hinton Dr	Western to Third Creek	0.5
Keith Av	Western to Sanderson	1
McKamey Rd	Western to city limits	1.5
Murray Rd	Wilkerson to Central Av Pk	1
Texas Av	Heiskell to Middlebrook	1
Third Creek Rd	Hinton to Middlebrook	1
W Inskip Dr	Railroad tracks to Clinton	1
Wilson/Tillery Rd	Pleasant Ridge to Dutch Valley	2

**Priorities**

Streets are prioritized on the basis of traffic counts provided by the Department of Engineering and Metropolitan Planning Commission. Each street is designed Level I, II or III to indicate the priority of treating them with salt and liquid calcium chloride.

**Level I** Main streets carrying the highest volume of traffic and Hospital Routes

**Level II** Streets connecting the main streets, feeder streets to connector streets, trouble spots and hills

**How Streets Are Treated**

During a snowfall the City of Knoxville has 470 lane miles that are regularly cleared on a first and second priority basis by Public Service. One lane mile is defined as one truck salting one lane for one mile. The operational program is divided into stages based on snowfall accumulation. Approximately 308 pounds of salt are used to treat one lane mile.

**Stage I Salting** – Hazardous conditions resulting from a light accumulation of snow or sudden freezing of wet pavement requires salting of problem spots such as bridges, overpasses, viaducts, intersections, etc.

During regular work hours, the appropriate street services division will handle this stage of the operation. If a street services supervisor determines that additional personnel and equipment are needed, that supervisor will contact the Snow Coordinator or the appropriate supervisor for additional personnel and equipment. The Snow Coordinator will report any changes in manpower or equipment to the Operations Manager. After regular work hours, the dispatcher on duty or the night crew foreman will handle this stage of operation.

**Stage II Salting of Snow Routes** – Major snow removal operations involving the salting of designated snow routes due to a one-inch accumulation of snow. This stage will address Level I streets first, then secondary streets.

The decision to activate a full-scale snow removal operation will be made by the Director of Public Service who will notify the Snow Coordinator. **When snow begins after regular work hours, the dispatcher on duty or the night foreman on duty will call the Snow Coordinator, who will notify the Director.** When the decision is made to implement Stage II operations, the Snow Coordinator will call all Managers of snow removal crews, the Warehouse Manager and the Fleet Services Shop Foreman. If the call comes after regular work hours, these Managers will contact their personnel before leaving home.

The routes designated as Level I are to be handled before all other assignments. Only after equipment has been assigned to complete the Level I routes can any equipment be assigned the Level II routes. In all cases, available equipment will be assigned to Level I routes before being assigned elsewhere. Only after Level I and Level II streets are completed will trucks be assigned to trouble spots and Level III streets.

Upon receiving a firm prediction of two or more inches of snow, the Snow Coordinator will alert all Managers to mount plows. The decision to begin using the plows will be made based on the temperature, the rate of snow accumulation, street conditions and discussion among Managers in the field.

To load salt, drivers will form a line to the salt bins by passing through the gate on the east side of the heavy equipment parking lot. This allows for one-way, westbound traffic from the salt bins to the calcium chloride wetting station and toward the exit gate.

Upon completion of each snow event, all equipment must be cleaned and serviced properly to avoid corrosion of equipment.

## LEVEL 2 STREETS Service Area 4

Street Name	Location from and to	mi
Adair Dr	Bruhin to Jacksboro	2
Bruhin Rd	E Inskip to Heiskell	2
Cedar Ln	Broadway to railroad tracks	2.5
Dry Gap Pk	Sanford to Rifle Range	1
Dutch Valley Dr	Old Broadway to Bruhin	2
E Inskip Rd	Inskip to railroad tracks	0.5
Essary Rd	Broadway to Jacksboro	0.5
Inskip Rd	Cedar to E Inskip	0.5
Jacksboro Pk	Broadway to Tazewell Pk	1.5
N Central Av	Broadway to Heiskell	2
Old Broadway	Broadway to Broadway	0.5
Parkdale Rd	Cedar to Rifle Range	1

**LEVEL 2 STREETS Service Area 3**

Street Name	Location from and to	mi
Ault Rd	Rutledge to Buffat Mill	1
Beverly Rd	Tazewell to Greenway	1
Buffat Mill Rd	Whittle Springs to Love's Creek	3.5
Cecil Av	Broadway thru Wilderness to Antietam	2.5
Fairmont Bv	Broadway to Whittle Springs	1
Greenway Dr	Broadway to Washington	2.5
Holston Hills Rd	Chilhowee to Boyd's Bridge	1.5
Love's Creek Rd	Millertown to Rutledge	1.5
Mall Rd N & S	Washington to Millertown	1
McDonald Rd	Brooks to Sunset	1
Millertown Pk	Washington to bridge past Love's Creek	1.5
N Cherry St	MLK to Cecil	1.5
N Chilhowee Dr	Rutledge to Asheville	1
Prosser Rd	Buffat Mill to Rutledge	1.5
Washington Pk	Broadway to Mills	5
Whittle Springs Rd	Cecil to Broadway	2

**Special Procedure for Closing Gay Street Bridge**

Due to the State of Tennessee's renovation of the Gay Street Bridge in 2004, no chemicals or sand should be used to treat snow or ice that accumulates on the bridge. Instead, PSD will close the bridge as soon as hazardous conditions develop.

1. When hazardous weather conditions are imminent, a PSD employee equipped with type three barricades will be dispatched to monitor the driving conditions on the bridge.
2. As soon as the bridge is deemed hazardous to traffic, the monitoring employee will radio the command center.
3. The command center dispatcher will notify Traffic Engineering or E-911 after regular work hours.
4. Only then can PSD place the barricades on the bridge.

**LEVEL 1 STREETS (complete on round 1)**

Organ	Street Name	Location - from and to	mi
3174	Broadway	E Summit Hill to Foley	7.2
3124	Chapman Hwy	E Summit Hill to city limits	7
3175	Clinton Hwy	I-275/I-640 to Callahan	3.3
3172	Dandridge Av	MLK thru Brooks thru Boyds Bridge to city limits	3
3124	E Summit Hill Dr	Henley to MLK	1.1
3124	Ed Shouse Dr	Middlebrook to Western	0.6
3176	Gallaher View Rd	Middlebrook Pk to Gleason	2
3171	Neyland Dr/JWP Thru Hall of Fame	Kingston Pk to Broadway	3.2
3124	Kingston Pk	Henley to Lovell	13.6
3173	Magnolia Av/ Asheville Hwy	Gay to Brakebill	9.3
3172	Martin Mill Pk	Chapman Hwy to city limits	2.2
3124	Middlebrook Pk	Western to city limits	9.5

**LEVEL 2 STREETS Service Area 2**

Street Name	Location from and to	mi
Cherokee Trail Scottish Pk	UT Hospital to Maryville Pk	2
Delrose Dr	Riverside to Boyd's Bridge	1.5
Eddington Rd	Cherokee Tr to Maryville Pk	1
Martin Luther King Bv	Dandridge to Asheville	3
Neubert Springs Rd	W Martin Mill to city limits	1
Riverside Dr	Connector to Delrose	1
Sevier Av	Gay St Bridge thru Hillwood Thru Sevierville Pk to city limits	5
W Blount Av	Maryville Pk to Woodland	1.5
W Young High Pk	Chapman to W Martin Mill	0.5

**LEVEL 2 STREETS Service Area 1**

Street Name	Location from and to	mi
Ailor Av	Western to 21st	0.4
Beaumont Av	Western thru W Baxter	1.2
Church Av	Henley to Howard H Baker	0.75
Concord St	Sutherland to Kingston Pk	0.5
Dale Av	Alcoa Hwy ramps to Westerm	0.4
Gay St	W Fifth to Hill	1.5
Hall of Fame Dr	Broadway to Neyland	1.5
Hill Av	Henley to Summit	1
Liberty St	Middlebrook to Sutherland	0.5
Locust St	Summit Hill to Neyland	0.5
Main St	Henley to State	0.5
N & S Central Av	Woodland to E Hill	2
Proctor St	Western to Middlebrook	0.5
Sutherland Av	University to Hollywood	2
University Av	Western to W Fifth	0.5
W Baxter Av	Beaumont to Central	5
W Fifth Av	N Fifth to University	1
Walnut St	Neyland to Summit Hill	1

**LEVEL 1 STREETS (complete on round 1)**

Organ	Street Name	Location - from and to	mi
3172	Moody Av and Maryville Pk	JWP to city limits	3
3176	Morrell Rd	Kingston Pk to Northshore	2
3171	Neyland Dr	Kingston Pk thru Hall of Fame to Broadway	2.5
3124	Northshore Dr	Papermill to city limits	2.5
3175	Pleasant Ridge Rd	Liberty thru Sanderson to city limits	5.7
3173	Rutledge Pk	Magnolia to Cement Plant	2
3173	Tazewell Pk	Broadway to Luttrell	2.2
3124	Western Av	E Summit Hill to Schaad	7
3171	Baptist Hospital	Blount Av	0.3
3171	Children's and Ft Sanders Hospital	17th: Western to Cumberland; Highland: 17th to 22nd; 19th & 21st	2
3176	Park West Hospital	Cedar Bluff to and thru Sherrill & Park West Bv	1.5
3174	St Mary's Hospital	Woodland, St Mary's & Churchwell	2
3171	UT Hospital	Ramps at Alcoa Hwy	0.2

**Round I Tandem Routes**

- Truck 1**     **Kingston Pk** eastbound  
from Lovell Rd to Henley St
- Truck 2**     **Kingston Pk** westbound  
from Henley St to Lovell Rd
- Truck 3**     **Western Av & Summit Hill Dr**  
from Martin Luther King Bv to Schaad  
Rd
- Truck 4**     **Middlebrook Pk** east and west from  
Western Av to city limits and include  
Ed Shouse Dr
- Truck 5**     **Chapman Hwy** north and south from  
Summit Hill to city limits

**Round II Tandem Route**

**Northshore Dr** from Papermill Rd to  
Morell Rd

Support work on major arterials

**Round I Service Area Routes**

Service Area	Truck 1	Truck 2	Truck 3
<b>3171</b>	<b>Hospital Rt:</b> 17th: Western to Cumberland; Highland: 17th to 22nd; 19th & 21st	<b>Hospital Rt:</b> UT Hospital ramps & Blount: Chapman to Sevier	<b>Neyland @</b> Kingston Pk thru Hall of Fame to Broadway
<b>3172</b>	<b>Martin Mill Pk</b> from Chapman Hwy To city limits	<b>Moody Av/ Maryville Pk:</b> From JWP To city limits	<b>Dandridge:</b> MLK thru Brooks thru Boyds Bridge to city limits
<b>3173</b>	<b>Magnolia &amp; Asheville Hwy:</b> Gay to Brakebill	<b>Asheville Hwy &amp; Magnolia:</b> Brakebill to Gay	Tazewell Pk: Broadway to Luttrell Rutledge Pk: Magnolia to Cement Plant Rd
<b>3174</b>	<b>Hospital Rt:</b> Woodland: I-75 to Broadway & side streets	<b>Broadway</b> From Henley to Foley	<b>Broadway</b> From Foley To Henley
<b>3175</b>	<b>Clinton Hwy:</b> I-640 to Callahan	<b>Clinton Hwy:</b> Callahan to I-640	<b>Liberty St</b> <b>thru</b> <b>Sanderson</b> <b>thru Pleasant</b> <b>Ridge</b>
<b>3176</b>	<b>Hospital Rt:</b> Cedar Bluff from Kingston Pk thru Sherrill thru Park West Bv	<b>Morrell Rd:</b> From Kingston Pk to Northshore	<b>Gallaher View:</b> From Middlebrook to Gleason