



Jeremy Keene
Director
Public Works &
Mobility Department

Director's Message

As fall gives way to winter, I'm reminded that one constant in our lives is change - and change is hard. By January, many of us will long for the crisp sunny days of September, but being rational and opportunistic humans, we'll enjoy a fresh snowfall or a lap around the ice rink instead.

At Public Works & Mobility, change is a part of everything we do - new seasons, new pipes, new streets, old streets, a new trail, a new employee, a new policy, a new Mayor. We deal in change, and we take pride in helping you, our citizens and our customers, navigate the changes in your lives by providing reliable and dependable service.

We know you rely on us for clean water, reliable sewer, and safe streets. We know that when a water pipe breaks, you expect someone to answer the phone and come solve the problem. We know that as Missoula grows, those challenges will feel bigger and more complex, so we continue to reinvent ourselves to get better, be efficient, and focus our resources to meet the city's long-term needs. As always, we welcome your feedback. Please feel free to reach out to us at publicworks@ci.missoula.mt.us.

Updated Snow Removal Priority Routes Focus on Safety, Efficiency

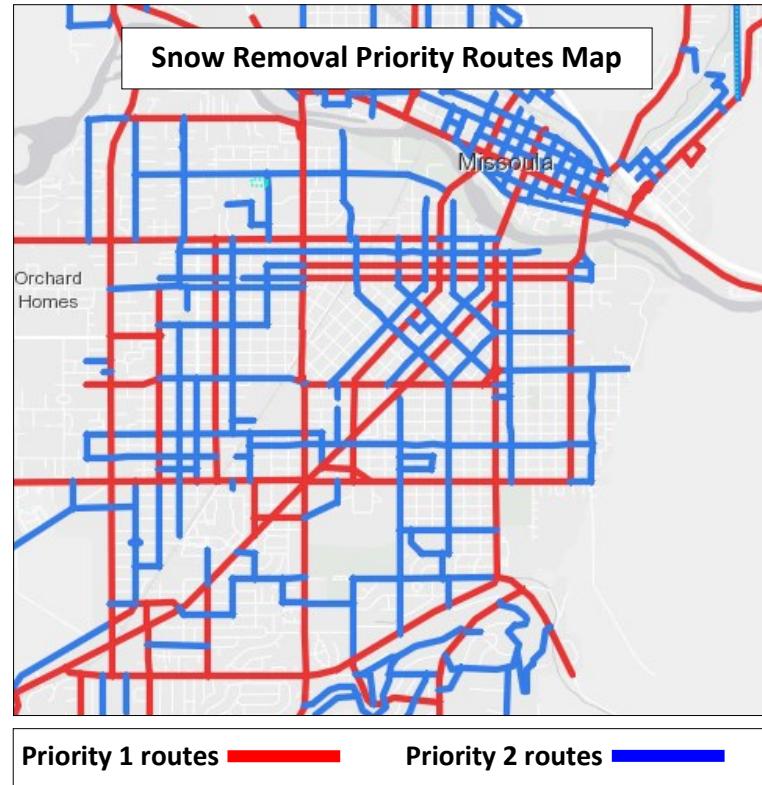
In preparation for winter weather, the Public Works & Mobility Department evaluated and updated our snow removal plan and priority route maps to ensure that they maximize efficiency and align with the City's strategic goals for safety and multimodal mobility. We are also faced with evaluating our capacity to meet those needs and goals under current funding levels. To this end, we updated our snow removal routes to ensure that we are focusing our resources where they are most needed.

The updated snow removal routes were prioritized according to safety considerations, emergency services access, public transportation reliability, and community accessibility. The resulting priority routes are as follows:

Priority 1 – School bus routes, public transit routes, and arterial (high-volume) streets. Cleared within 48 hours after snow stops.

Priority 2 – Fire routes, Neighborhood Greenways, collector streets, and local streets with steeper grades. Cleared within 96 hours after snow stops.

Remaining local neighborhood streets with lower traffic volumes will be plowed by area using our fleet of pickup plows and heavy plows as those resources are available.



Example of the online Snow Removal Priority Routes Map. See the entire interactive map at missoulamaps.com or www.ci.missoula.mt.us/558/Snow-Removal.

Ride the Line this Winter!



Fall is here and winter storms will be here before we know it, which means snowy and icy road conditions are just around the corner. Avoid the stress of driving this winter and let Mountain Line take you where you need to go. With service 7 days a week, one of Mountain Line's 12 routes might be a great option for your winter weather commutes! Riding the bus is free, and it can save you money on gas, parking fees, and vehicle maintenance. Plus, each bus has comfortable padded seats, a climate-controlled environment, and free wi-fi.

Feeling nervous about your first Mountain Line ride? Reach out to Missoula In Motion for a custom commute plan or to request a ride-along for your first trip.

Every time you take the bus you are contributing to less traffic and cleaner air for everyone in Missoula! Go to mountainline.com to check out the schedule, find your route, and start planning your next trip.

Garden City Compost—Just One Part of the City's Resource Recovery Facility

The City's Resource Recovery Facility lives up to its name by producing up to 40 percent of the energy used at the facility via our solar farm and methane captured during the wastewater treatment process.

In addition, we divert more than 1.3 million gallons of treated effluent water to the poplar farm each day during the summer. This process provides nitrogen and phosphorous to the trees while keeping these nutrients out of the Clark Fork River.

And we recover more than 15,000 tons of compostable material every year!



Winter Hours

November thru March:
Monday - Friday
8 a.m. - 4 p.m.

1125 Clark Fork Lane
406-552-6619

www.ci.missoula.mt.us/2089/Garden-City-Compost

**FREE leaf drop-off
during the City's leaf collection service –
October 30 to November 22**

Want to get rid of your leaves early?
Missed your scheduled pickup?
Bring them to us!

Keep Your Water Meter from Freezing this Winter

When outdoor temperatures remain below freezing for several days, there are some simple things you can do to prevent your water meter from freezing and causing inconvenient and costly problems when it thaws.

If your water meter is in your basement or a crawl space,

- Close any windows or vents near it that are open to the outdoors,
- Ensure heat vents to the area are open so that warm air can circulate around the meter and pipes,
- Open doors to the room where the water meter is located, and
- Wrap pipes connected to the meter with insulation or heat tape.

If the water meter is in an outdoor pit, check to see that the pit cover fits properly.

In addition, flowing water can break up ice as it forms inside pipes, so turn on the water periodically at all faucets that are exposed to cold air during prolonged cold snaps. It costs less to run water occasionally than to repair a frozen or burst pipe.



Sidewalk Snow Removal

Responsibilities—Property owners in Missoula are responsible for making sure the sidewalks adjacent to their property are clear of snow and ice. We encourage Missoulians to help their neighbors or ask their neighbors for help if they are unable to clear their own. We live in a friendly community, so let's be neighborly and help one another.

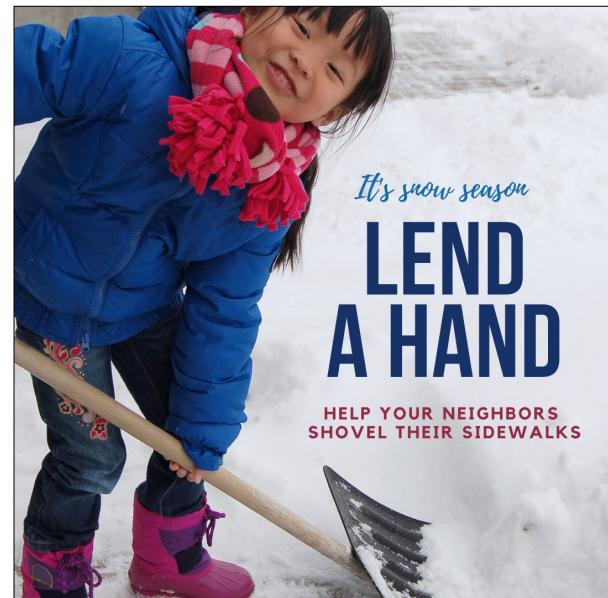
Missoula municipal code (MMC 12.16.30) requires residents to clear sidewalks of snow and ice by 9 a.m. the morning following a snowfall.

- Shovel snow from your sidewalk onto your property—not into the street, bike lane, or parking lane.
- **DO NOT** cover fire hydrants with snow. Fire department and Missoula Water staff must be able to access them.
- Use sand or another non-corrosive material to deice new sidewalks for two years after installation.

Renters—Check your rental agreement or ask your landlord if you are responsible for clearing the sidewalks around your rental property.

Complaints—The City's policy for handling complaints about snow or ice on sidewalks is as follows:

- 1st property address complaint—Notice of Violation Letter is mailed to the property owner and tenant, if applicable.
- 2nd property address complaint—Final Notice of Violation Letter and intent to clear snow by City contractor for this and any future violations is mailed to the property owner and tenant, if applicable.
- 3rd and ALL future complaints that calendar year—No notice by



mail will be given to the property owner or tenant. Snow will be removed by a City contractor, and a bill will be sent to the property owner.

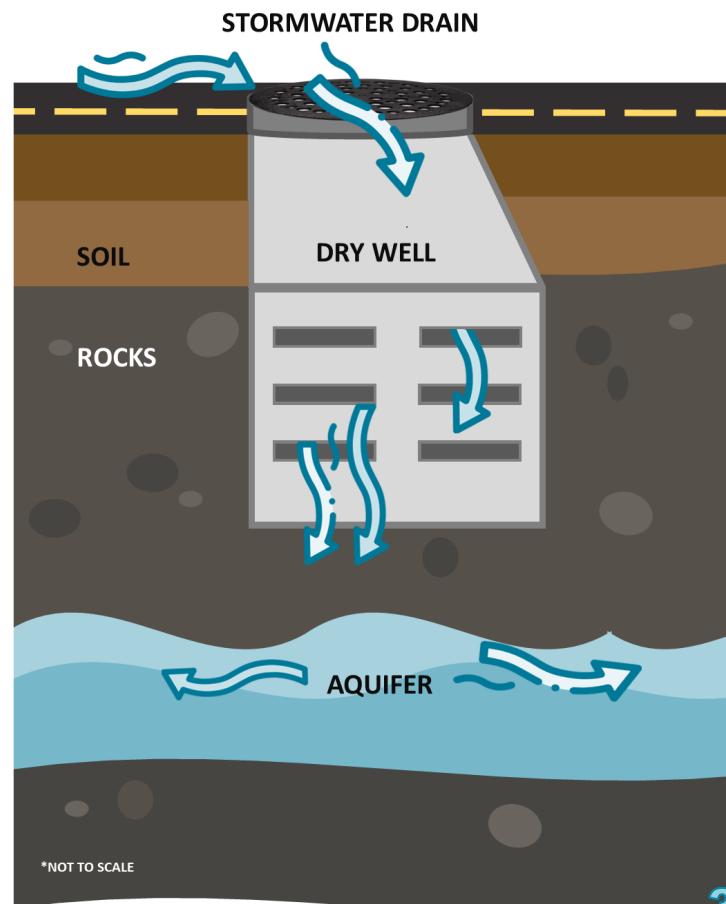
To report sidewalks that have not been cleared, call 406-552-6630 or fill out the online complaint form at www.missoula.mt.us/FormCenter/Public-Works-14-14/Sidewalk-SnowIce-Reporting-Form-131.

Did You Know?

Most of Missoula's stormwater runoff is discharged to more than 8,000 dry wells.

Each dry well, also known as a sump, is simply an 8-foot hole in the ground that allows stormwater to seep into the soil and rock below, eventually reaching the aquifer—our sole source for drinking water. Anything that enters the dry well—like leaves, rocks, or garbage—stays there. There are no pipes to carry it away, so the more debris that enters the dry well, the slower it will drain. This is one of the reasons residents are prohibited from placing any materials in the street without first obtaining a Right-of-Way Encroachment Permit (MMC 12.14.032).

Sometimes there can be standing water on the surface even when a dry well is clean because the rate the water drains varies across the City due to the different soil types below. This means that it is okay if there is some standing water around a storm drain for a day or so after it rains. The water may need a little time to soak into the ground. However, if the stormwater remains for more than two days or causes a public hazard, please report it to the Stormwater Utility right away by calling 406-552-6379 or use the Report a Drainage Issue link at www.ci.missoula.mt.us/2138/Stormwater.





Heat Pump Water Heater Rebate

Missoula City-County's rebate program offers **\$500 for a heat pump water heater** AND an additional **\$75** for filling out a satisfaction survey.

Plus, expanded federal tax credits can now cover **30% of project costs***.



ElectrifyMissoula.org

*For qualified models.

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City Street crews perform snow and ice removal services on 337.3 miles of streets. During plowing operations, for every mile of street, the plows make a minimum of three passes to clear driving lanes in both directions as well as turning lanes and parking lanes. Reserve St., for example, requires eight passes to clear, including the bike lanes.

When the snow flies, our crews work 24/7 to clear the streets, focusing on clearing the Priority 1s in the first 48 hours (2 days) and the Priority 2s within 96 hours (4 days) following a storm and then move into adjacent areas to help the five residential plows (pickup trucks mounted with snowplow blades and deicer tanks) clear other city streets. The pickup plows are assigned to specific areas and begin clearing residential streets Monday through Friday immediately following a snow storm with the goal of clearing all residential streets within 7 days.

This, of course, all depends on Mother Nature. Our timeline to clear streets depends on weather conditions, amount of snowfall, and frequency of storms. It is not uncommon for our crews to start over with the next storm before all streets are cleared.

Visit our website at www.ci.missoula.mt.us/558/Snow-Removal for additional information about our snow and ice

Join Our Team!

For job listings, go to
www.governmentjobs.com/careers/missoulacity



Contact Us

Utility Emergencies

Water Lines: 406-552-6700

Sewer Lines or STEP Systems: 406-552-6600

Stormwater: For threats to public health or safety, call 911



Utility Bill Payment

Online: www.ci.missoula.mt.us/2716/Pay-Your-Utility-Bill



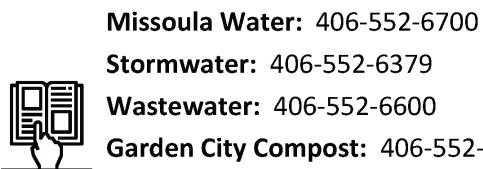
Drop Boxes: 435 Ryman St. & 1345 W. Broadway

Mail: P.O. Box 5388, Missoula, MT 59806

Phone: 866-790-7218

Customer Service: 406-552-6700 or email watercs@ci.missoula.mt.us

Division Contacts



Missoula Water: 406-552-6700

Stormwater: 406-552-6379

Wastewater: 406-552-6600

Garden City Compost: 406-552-6619

Missoula City Cemetery: 406-552-6070

Street Maintenance: 406-552-6360

Engineering: 406-552-6769

Transportation Planning: 406-552-6670

PWM Administration: 406-552-6769

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