

FAQ/Sidewalk Shoveling Exemption Program

1. What is the Sidewalk Shoveling Exemption Program?

The Sidewalk Shoveling Exemption Program exempts qualified residents from enforcement by the Department of Public Works for not removing snow and ice from their sidewalks within the first eight hours after the end of a winter storm.

Qualified residents must apply annually to the Department of Public Works to receive the exemption. The current year exemption application covers October 1, 2017-April 30, 2018 and the deadline to apply is February 28, 2018.

2. Who is eligible for the exemption? Qualified residents meet these criteria:

- They own and live in their own homes (single family or apartment building with no more than three units).
- They are 65 years old or older and/or living with a disability.

3. How are property owners being notified of the requirement to shovel their sidewalks and that an exemption from enforcement is available for qualified residents?

DPW is communicating this information to residential and commercial property owners through postcards mailed at the end of December, citywide billboards, newspaper ads and attendance at community meetings to meet directly with residents about the program.

4. How can residents apply for the exemption?

Residents must apply by February 28, 2018 for this year's exemption. They may:

- Apply online at DPW's website <http://sse.dcdpw.us>.
- Apply by calling the Mayor's Citywide Call Center at 311. Applicants should receive a confirmation number at the end of the call.
- Apply by mail by sending the completed Sidewalk Shoveling Exemption application, obtained from <http://sse.dcdpw.us> to:

Government of the District of Columbia
Department of Public Works / SSEP
Solid Waste Education & Enforcement Program (SWEEP)
250 E Street N.E. Suite 430
Washington, DC 20024

5. Does DPW shovel the sidewalks of qualified residents?

No, DPW employees do not shovel residents' sidewalks.

6. Is there a DC government agency that will shovel the sidewalks of qualified residents?

Serve DC enlists volunteers to shovel the sidewalks of residents who own and live in their own homes (single family homes only, no apartment buildings), who are 60 years old* and/or living with a disability. The Serve DC - DC Volunteer Snow Program is

100% voluntary. Residents who would like sidewalk shoveling services may talk with their neighbors, local churches, schools, colleges and Universities as an additional resource.

7. Suppose a resident who is exempt from the sidewalk shoveling requirement receives a ticket for not shoveling. What should that resident do?

- a. The resident should call SWEEP at 202.645.7190 and provide the number of the exemption approval certificate sent to the resident.
- b. To protest the ticket to the Office of Administrative Hearings, the resident should follow the instructions on the back of the ticket.

8. Suppose a resident who is receiving sidewalk shoveling services from Serve DC gets a ticket. What should that resident do?

- a. If the resident has received an exemption from enforcement, that resident should contact SWEEP at 202.645.7190 and provide the number of the exception approval certificate, or the resident may follow the instructions on the ticket to protest it to the Office of Administrative Hearings.
- b. If the resident is receiving sidewalk shoveling services from Serve DC but has not been approved for the exemption from shoveling, the resident may protest the ticket but there is no assurance the ticket will be overturned.

9. How much is the fine for not shoveling one's sidewalk?

The fine is \$25 for residential properties and \$150 for commercial properties. Only residents may qualify for the exemption from enforcement.

10. Can a tenant in a three-unit building qualify for the exemption?

No, only a homeowner who is 65 years old or older and/or disabled and lives at the property can request an exemption from the sidewalk shoveling requirement.

11. Where can I get more information about applying for the exemption?

Residents may call the Mayor's Citywide Call Center at 311 or the Department of Public Works Solid Waste Education and Enforcement Program at 202.645.7190.

*Serve DC's age requirement is 60 years of age; however, the sidewalk shoveling regulation sets the age for qualified residents at 65 years of age.