

SENIOR SNOW REMOVAL PROGRAM GUIDELINES

WINTER 2025-2026

1. The program is offered to **residents 65 years or older**, with a subsidy to qualifying residents (see attached Income Verification Form).
2. Homeowners will be charged for snowplowing services each time the contractor's services are requested, by the City, to plow snow. Note that if you are participating in this program, and someone other than the contractor clears your driveway, **you will still be charged for the snow removal**. This will be strictly enforced.
3. The City's contractors will plow participants' driveways after each single event two inch (2") or greater snowfall, within 12 hours of the end of the snow fall. Public Works Snow Command makes the decision to call out the contractor after checking various locations in town. The program includes the shoveling of snow from one door of your house to your driveway if you have a **detached** garage.
 - a. In the event of a lengthy snow event, typically an event exceeding eight inches (8"), the contractor may be required to provide a second plowing of all driveways and walkways under the contract. You will be charged for two (2) events.
 - b. The City's Public Works Department may authorize senior driveway snow removal services to take place in the event of unusual conditions despite snowfall totals below 2" minimum accumulation (i.e. heavy, wet snow, ice storms or exceedingly cold temperature forecasts). Conversely, light snowfall accumulations over lengthy periods of time may result in snow plowing not being required.
 - c. **Homeowner's will be charged for each time the contractor is called by Snow Command for plowing service.**
4. The Senior Snow Removal Program contractors are independent contractors, and are not City employees. They do not use City vehicles. They have been instructed to automatically plow all driveways that are part of the program.
5. **You need not call the City or the Public Works Department for snow plowing once you are participating in the program.** If, after 24 hours from the end of a snow storm you find that your driveway has still not been plowed, please contact the Public Works Department at **847-963-0500** to report a missed driveway plowing.
6. The City of Rolling Meadows will bill each homeowner **once a month** for all driveway snow removal events that were performed. Please make checks payable to the City of Rolling Meadows and return to the Finance Department at 3600 Kirchoff Road, Rolling Meadows, IL 60008 by the due date indicated.
7. The City's contractors will complete plowing of their own commercial accounts first, prior to beginning residential senior citizen driveways. **Please understand your driveways will be plowed, however, it will depend on how quickly the contractors finish commercial accounts, which may be determined by the extent of the snowfall for any given storm.** *Snow Command waits for the end of the storm to call the contractors for plowing so your driveway will be as clear as possible.*
8. When our Snow Command has called out the Senior Snow Removal Program contractors, which occurs after a 2" snowfall and within 12 hours of the end of the storm, we will post a message on the special Senior Snow Removal Program phone number at **(847) 870-2827**.
9. **If you are not satisfied with your plowing service quality, please call your contractor directly.** You will be provided with the name and contact information for your contractor upon acceptance into the program. Contractors are liable for damage to the homeowner's property; please report any damage directly to the contractor.