

# Courtesy Berm Relocation and Snow Hero Program Discussion



Photo Credit: Nelson Hochberg



# Courtesy Berm Relocation Program - Overview

- PROSE manages and performs the service
- Relocation of snow berm in the right of way for driveway access
- Occurs after Public Works has plowed the street which creates the berm
- High level of communication



**City of Flagstaff**  
Parks, Recreation, Open Space and Events  
(PROSE)  
211 W Aspen Ave  
Flagstaff, AZ 86001

**APPLICATION  
For  
COURTESY  
SNOW BERM RELOCATION**

Applicant Name (disabled person)	Email	Primary Phone	May we text you snow related info? Y <input type="checkbox"/> N <input type="checkbox"/>
Applicant Address			
Do you have multiple driveways? Y <input type="checkbox"/> N <input type="checkbox"/> Please specify which driveway is your PRIMARY ACCESS (City can only clear Primary access):			

**Physically Disabled\*** – Medical Certification must be completed by an authorized medical professional. Applicant must have one or more of the following conditions.

- Unable to walk 200 feet without stopping to rest.
- Unable to walk without help from another person or a brace, cane, crutch, wheelchair or other prosthetic or assistive device.
- Lung disease with forced respiratory, expiratory volume for one second, if measured by spirometry, is less than one liter, or the arterial oxygen tension is less than 60 mm/hg on room air at rest.
- Uses portable oxygen.
- Cardiac condition with Class 3 or 4 functional limitations as by American Heart Association standards
- Arthritis

\*Conditions as per the MVD disability placard application  
[azdot.gov/sites/default/files/license-plates/96-0104\\_individual.pdf](http://azdot.gov/sites/default/files/license-plates/96-0104_individual.pdf)

Medical Certification			
Health Professional Name	Phone	Fax	
Facility Name			
Mailing Address	City	State	Zip
I certify that the applicant has one or more of the conditions listed above and for that reason is: <input type="checkbox"/> <b>Permanently</b> Physically Disabled (Medical Cert must be on file and residency affirmed ANNUALLY) <input type="checkbox"/> <b>Temporarily</b> Physically Disabled (Service expires at the end of the current snow season)			
Health Professional Signature		Date	

**Applicant**

I have read this form and agree to comply with all the requirements for the Snow Berm Relocation Service.

Applicant Name	Applicant Signature	Date
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**\*Please visit: [www.flagstaff.az.gov/4679/SnowBermRelocationAssistance](http://www.flagstaff.az.gov/4679/SnowBermRelocationAssistance)  
for program details and FAQs**

For questions not answered in the FAQ, or to submit your application electronically:

[PROSEinquiry@flagstaffaz.gov](mailto:PROSEinquiry@flagstaffaz.gov)

# Eligibility Criteria

- Residences within city limits
- Permanent or temporary medical condition
- Application certified by medical staff

<https://www.flagstaff.az.gov/4679/Snow-Berm-Relocation-Assistance>

# How does PROSE manage this process?

Each August, the PROSE team contacts all Courtesy Berm Relocation households from season that just ended

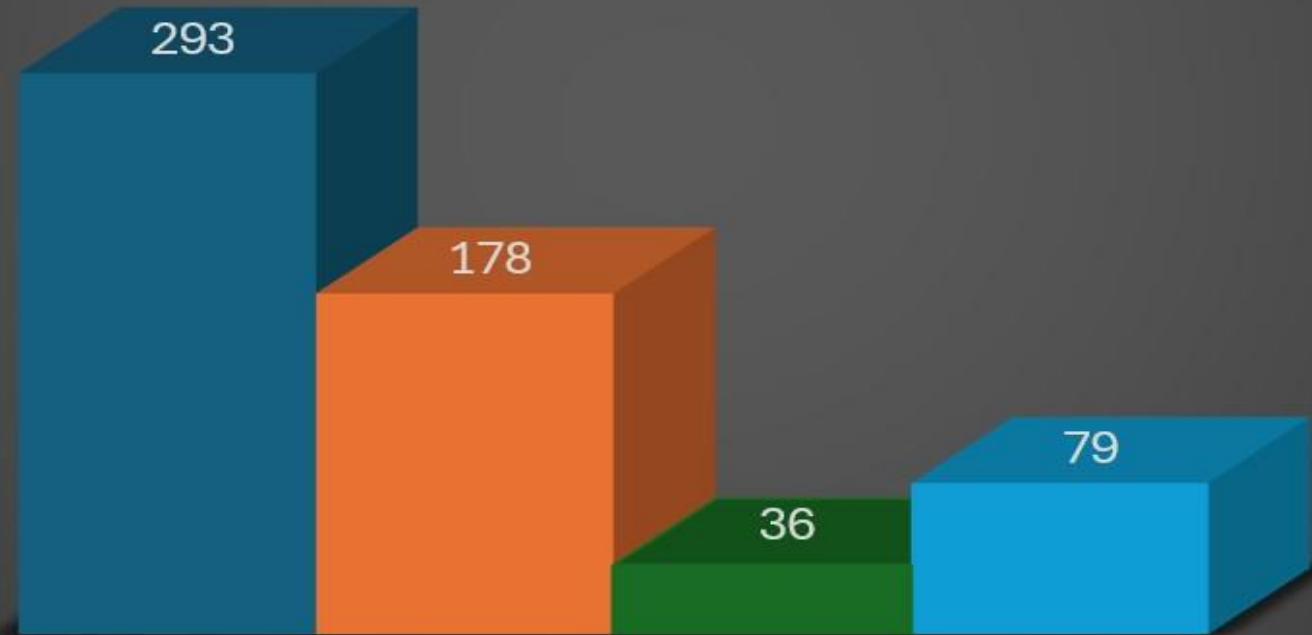
Each October, the list is managed based on those phone calls, emails and connections with the households

Temporary residents are removed at the end of the needed duration

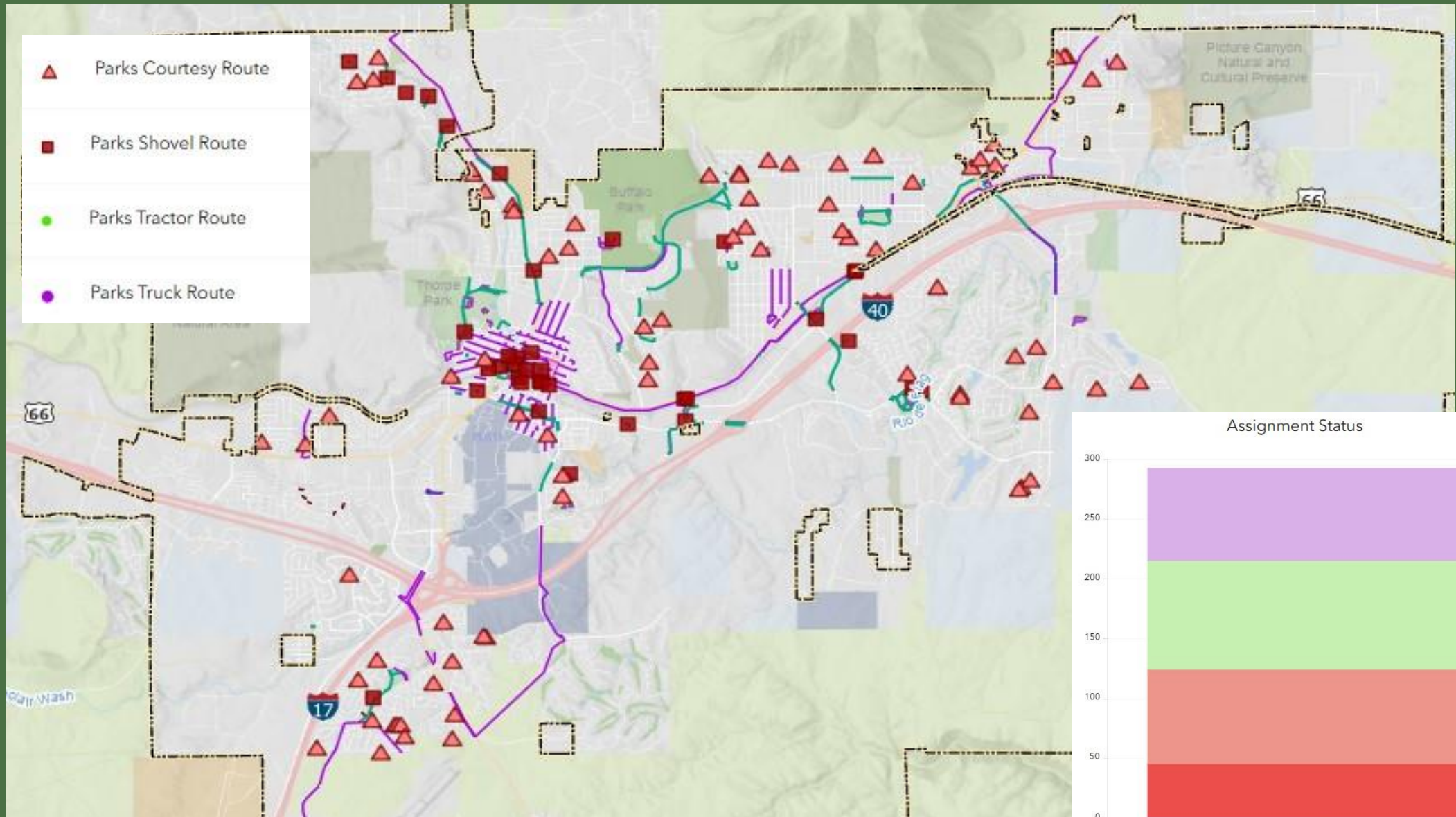


# PROSE SNOW ASSIGNMENTS

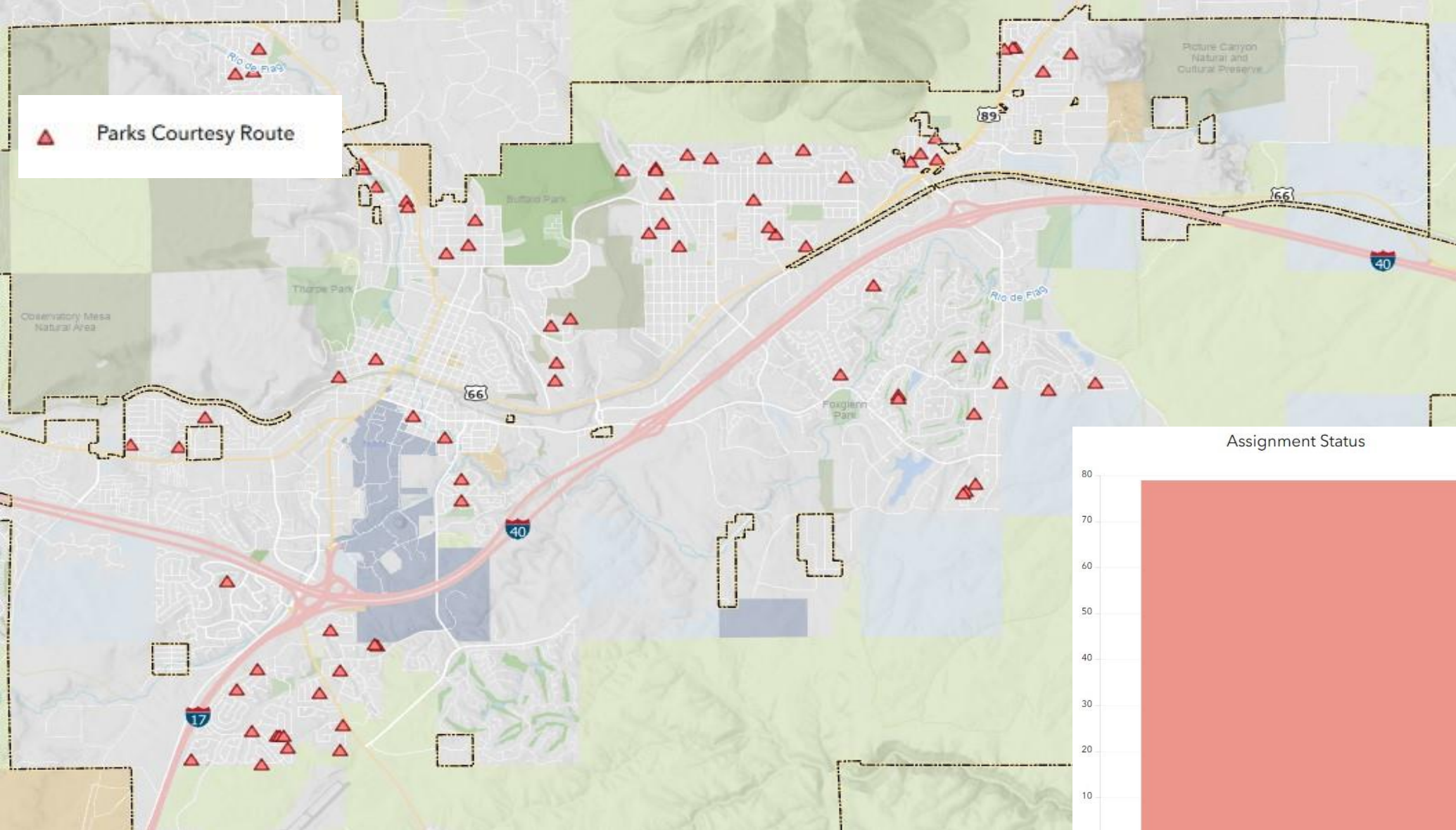
- Total PROSE Assignments
- Highest Priority
- Medium Priority
- Courtesy Berm Relocation



# Parks Snow Assignments



# Parks Courtesy Berm Relocation Assignments



# Snow Hero Program

## Program Goals

- Complement existing programs and initiatives
- Connect neighbors with neighbors
- Increase neighborhood mobility
- Build internal collaborations



Photo Credit: Jake Bacon



## Snow Hero-Resident Request Form

The Snow Hero Program is the City of Flagstaff's (the "City") sidewalk snow and ice removal program for older residents and residents with disabilities who do not have the means to remove snow and ice from their sidewalks, curbs, and crosswalk ramps abutting upon or adjacent to the building, lot or parcel they own or occupy (the "Service").

The Snow Hero Program will work to pair individuals ("Snow Hero") who are willing to assist neighbors with snow removal from a neighbor who requires assistance with sidewalk snow/ice clearing.

Residents who would like to be paired with a Snow Hero must meet one of the following criteria:

- Age 62 or older and/or have a physical disability.
- Live within the City of Flagstaff.

If you need help filling out this form, please call **928-213-2144**. Please fill out this form **only once**.

The undersigned APPLICANT hereby acknowledges and agrees as follows:

### Snow Hero Applicant Rules and Requirements

1. APPLICANT certifies that they are 62 years of age or older and/or have a physical disability that prevents APPLICANT from removing snow and ice from their sidewalks, curbs, and crosswalk ramps abutting upon or adjacent to the building, lot, or parcel they own or occupy.
2. APPLICANT does not have available resources to assist with snow and ice removal.
3. APPLICANT lives within the City limits.
4. APPLICANT certifies that they are the owner of the Property or are responsible for the snow and ice removal on the Property.
5. APPLICANT is aware that Snow Hero Program Service recipients are provided the Service when a Snow Hero is available, and therefore, APPLICANT is not guaranteed to be provided with the Service.
6. APPLICANT understands that the only service provided will be snow and ice removal from sidewalks, curbs, or crosswalk ramps abutting upon or adjacent to the building, lot, or parcel they own or occupy.
7. APPLICANT understands that the Snow Hero providing the Service has volunteered to assist APPLICANT with snow removal. The Snow Hero is not a City employee, and the City cannot guarantee that the Snow Hero will perform the Service in a timely or satisfactory manner.
8. APPLICANT also understands that the Service is not provided for side yards, that the Service provided is contingent upon accessibility of property (which may be affected by gates, fences, pets, etc.), and that the Service may be affected by the presence of debris or other impediments that would cause hindrance in snow and ice removal (pet feces, etc.).
9. APPLICANT agrees to treat any and all Snow Heroes with dignity and respect or risk expulsion from the Snow Hero Program at the complete discretion of the City.

# To Request a Snow Hero:

- Live within city limits.
- Be 62 and older, or have a physical disability.
- Sign up at:  
[www.flagstaff.az.gov/4190/Snow-Hero-Program](http://www.flagstaff.az.gov/4190/Snow-Hero-Program)

## To Be a Snow Hero:

- Be 18 years or older, or under 18 with the approval of a guardian.
- Provide your own transportation and snow removal equipment (such as a shovel or snow blower).
- Assist within 48 hours of the most recent snowfall.



Photo Credit: Jake Bacon

# Snow Hero Program

## Two Year Recap

### 1) Impact:

- 20 residents paired
- 40+ volunteers
- Serves nearly every Flagstaff neighborhood

### 2) Volunteer and resident survey results:

- Appreciation from residents
- Desire for increased service and consistency

***“Thank you for the Snow Heroes program. The 2-3 people who come to my house are incredible.”***

***“Knowing that I was helping someone that needed it.”***

***“...this program lets me help my neighbors & help solve the problem...”***

# Recap of Programs

## Berm Relocation

- PROSE offers this service
- Relocate snow berm created in right of way
- Occurs after plowing operations complete
- Requirements
  - Permanent or temporary medical condition
  - Formal application (certified by medical staff)

## Snow Hero

- Neighbors helping neighbors
- Sidewalk focus
- Requirements
  - Age or physical disability
  - Lack of alternative resources
  - City limits
  - Sign-up form
- Service depends on Snow Hero availability

# Program Contacts

## Berm Relocation

- [www.flagstaff.az.gov/4679/Snow-Berm-Relocation-Assistance](http://www.flagstaff.az.gov/4679/Snow-Berm-Relocation-Assistance)
- [proseinquiry@flagstaffaz.gov](mailto:proseinquiry@flagstaffaz.gov)
- 928.213.2300

## Snow Hero

- [www.flagstaffaz.gov/4910/Snow-Hero-Program](http://www.flagstaffaz.gov/4910/Snow-Hero-Program)
- [Steven.Thompson@flagstaffaz.gov](mailto:Steven.Thompson@flagstaffaz.gov)
- 928.213.2144