

CHI311

Request, track, and explore City of Chicago non-emergency services.

Built with Chicagoans, for Chicagoans, the CHI311 website and mobile app offer an improved customer experience and delivery of city services – providing greater transparency and more ways to submit and track service requests.

Explore CHI311 today.

Submit weather-related requests via the CHI311 app, website, or hotline for:

- Snow - Uncleared Sidewalk/ Bike Lane
- Snow Removal - Protected Bike Lane or Bridge Sidewalk
- Ice and Snow Removal (in street)
- Snow - Object/Dibs Removal



www.chicago.gov



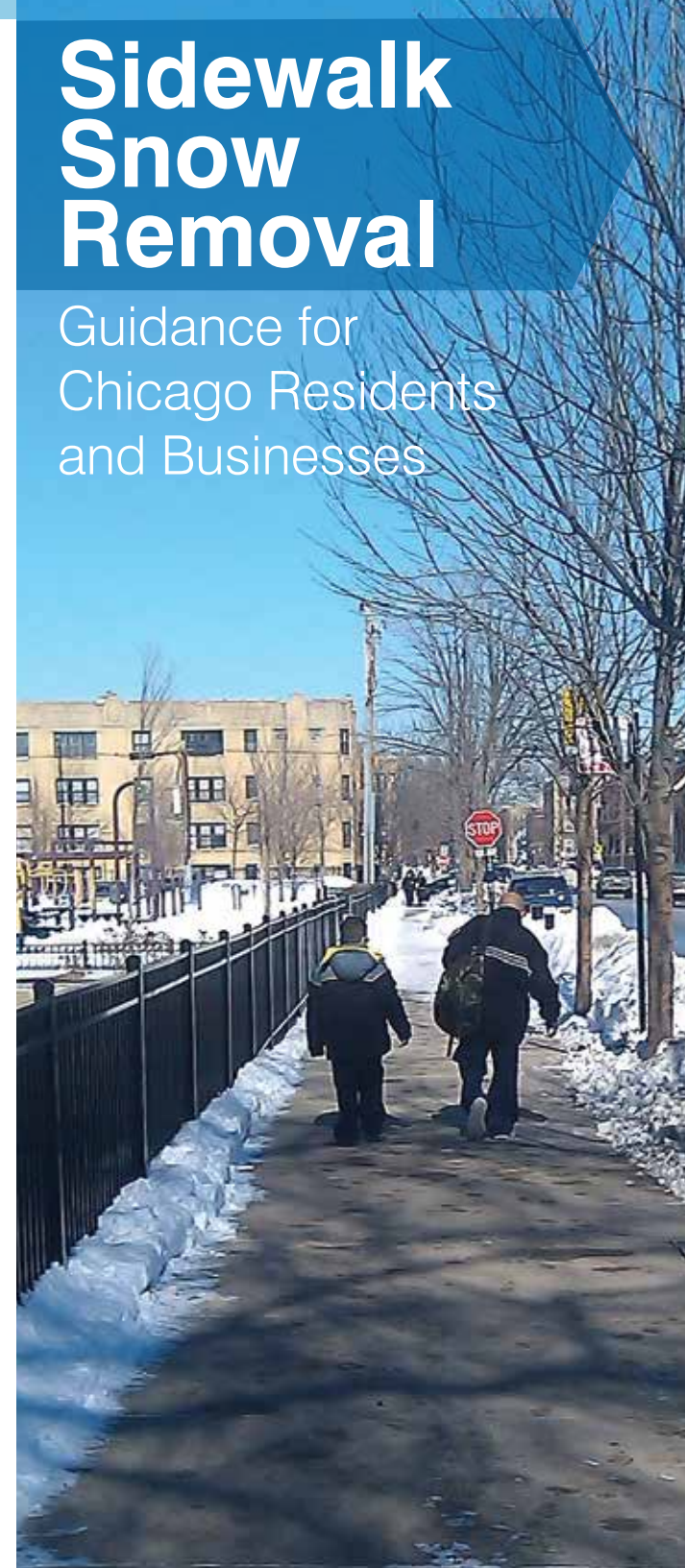
311.chicago.gov



chicago.gov/cdot

Sidewalk Snow Removal

Guidance for Chicago Residents and Businesses



Who is responsible for clearing the sidewalks of snow and ice?

EVERYONE! The city code states “every owner, lessee, tenant, occupant or other person having charge of any building or lot of ground abutting upon any public way or public space shall remove the snow and ice from the sidewalk...”

If you do not own your residential or business property, check with your rental or lease agreement or management company to see what your sidewalk clearing responsibility is.

When do I have to clear the sidewalks?

Sidewalks need to be cleared 7 days a week.

Clear sidewalks by 10a if the snow falls overnight, or 10p if the snow falls during the day.

Be sure to maintain a clear path if new snow falls.

How can I report locations that do not clear their sidewalks?

You can report snow removal requests to 311 (see callout page on back left of brochure). The appropriate city department will respond to your request within the defined service time.

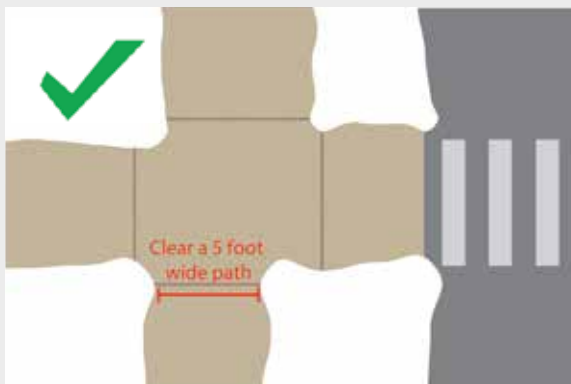
- Use the 311 app
- Dial 311 (outside Chicago limits, dial 312-744-5000)
- Visit 311.chicago.gov

How wide of a path do I need to clear to comply with the law?

5 feet. The city code requires a five-foot wide path to be cleared.

Clear any ramps that are attached to the sidewalk.

This width allows safe access from the crosswalk to the sidewalk and is particularly important for people in wheelchairs, using strollers, or anyone with an assistive device.



This path does not meet the width required in the city code.

What is the best way to remove snow from the sidewalk?

Use a shovel or broom to push snow into your yard or along the side of the sidewalk.

DO NOT push snow into the street, bike lanes, crosswalks, bus stops, train stations, alley entrances, or Divvy stations.



Do not push snow from driveways or sidewalks into the street or over crosswalks.



When clearing driveways or walkways do not block the sidewalks with snow.

What happens if I don't clear my sidewalks?

Individuals who do not comply can face fines of up to \$500 per day of violation.

Businesses that do not comply can face fines of up to \$1,000 per day of violation.