The goal of the University of Rochester’s snow and ice control operation is to maintain adequate traction for pedestrians and vehicles properly equipped for winter conditions.

The plan outlined in this manual is designed to give direction to the most immediate needs, while maintaining an understanding of the overall University requirements during any snow event.

All plans are subject to change due to a variety of reasons to include equipment breakdowns, timing of snowfall, type of precipitation, extreme weather conditions, staffing levels and/or a change in priority.

The plan is to serve as a guide for routine snow operations and is a fluid document, ever changing to meet the needs of the customer.

Questions should be directed to:

John McIntyre
Bill Keenan
# UF&S 2020 - 2021 Snow Plan

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Each year, the Horticulture and Grounds Management and their staff review the snow removal efforts of the previous year, and look to improve the level of service provided. One of the important measurements of our success is you, members of the University community.

Given the weather in upstate New York, our mission is to limit the inconveniences that members of the University community have to face and to do everything within our means to make conditions as safe as possible by working to maintain adequate traction for pedestrians and vehicles properly equipped for winter conditions.

Grounds Management Staff are on call year round, 24 hours a day, seven days a week. In the winter, work schedules are adjusted to include an evening shift.

The Grounds Management Staff review the weather on a regular basis throughout the year, with special attention during the winter season. They utilize a weather update information system through local meteorologists, which allows them to coordinate their staffing with the forecasted weather.

Facilities snow removal staff are responsible for snow removal and/or salting at the Medical Center, the River Campus, the South Campus, Mt. Hope Properties, Memorial Art Gallery, Scottsville Parking lot, 300 Science Parkway and 315 Science Parkway.

UR Horticulture & Grounds will be responsible for removing snow from Medical Center parking lots, walkways, stairs, and egresses. Villager Construction, R.M. Landscape and Cardinal Landscape will be responsible for removing snow from all other roadways and parking lots.

Facilities snow removal equipment is generally removed from the parking lots during the period when staff are arriving and leaving the workplace to limit equipment conflicts and to refocus on salting roadways, sidewalks, and building entrances.

Parking lots are generally plowed minimally during the normal workday (i.e. 6 a.m. to 5 p.m.) during a snowfall. The majority of the University snow removal equipment is too large to maneuver down the laneways when the lots are occupied. Aggressively plowing while cars are parked in the lot may cause the plowed snow to be piled in front and in back of the vehicle.

The University Grounds Team continually reviews and tests new products for both anti-icing and de-icing, looking to improve cost effectiveness and environmental impacts while improving results and efficiencies.

---

**How Can You Help Us Serve You Better**

Here are some things that members of the University community can do to make the snow removal process a success:

1. Wear appropriate footwear, measure your steps in snowy conditions, use handrails. Wind, blowing snow, and the thaw and freeze cycle can make sidewalks a challenge.

2. When you are looking for a parking spot, be conscious of where the plow has and has not been. Be sure to park in areas that have already been cleared, allowing snow removal staff to continue to clear snow throughout the remainder of the lot. NEVER pull up behind a plow and wait. The “blind spot” on the plowing equipment is much greater than in a car and the plow operator may not see you if he needs to backup.

3. Check our [Website](#) and [Weather Watch](#) .

4. If you see a winter-related condition, call the Snow Removal Hotline at x5-0000 and report the condition. The first available snow removal team will be dispatched to address the problem.

---

**Quick Facts:** Paved surfaces on River Campus, Medical Center and South Campus include in excess of 6 million square feet of pavement

- 1 inch of snow over these areas would equate to 500,000 cubic feet of snow
- This one inch of snow would cover the football Field of Fauver Stadium with a solid cube over 11 feet tall
- The one inch of snow would fill 10 cubic yard dump truck parked bumper to bumper stretching 9.25 miles
OPERATIONS
UNIVERSITY FACILITIES SNOW REMOVAL PROCEDURES
2021-2022 SEASON

PRIORITIES

First Priority: Roads

Second Priority: Sidewalks and Handicapped Ramps, Parking Lots and Parking Areas

Roads must be cleared first so that they will be open for emergency vehicles such as fire equipment and ambulances and so trades personnel can reach the buildings in case of breakdowns.

PROCEDURES FOR A SNOW EVENT

The following describes who is responsible for monitoring the weather and respond to snow/ice related events:

For River Campus, Medical Center, South Campus, Mt. Hope Properties, Memorial Art Gallery, and off-site parking locations:

- Department of Horticulture & Grounds:
  - Weekdays: On-site Grounds personnel
  - Weekends and night-time hours: Grounds supervision monitors from off-site with support from Public Safety, Transportation and Parking Services, and the Customer Service Center.
  - Horticulture and Grounds provides on-call staffing 24 hours a day, 7 days a week. Grounds personnel are on site 7 days a week.
  - Grounds supervision determines the response required for the level of snow event. Staff are directed to work activities related to weekday or weekend call-in needs. If call-in is required, grounds supervision will call in required staff utilizing call-in wheel. Grounds Contact information is available ‘Snow Removal Contact Information’ page

- Contractor: 24 hours per day, 7 days a week.

- Before snow removal crews leave University properties, all roads and walks are checked for slippery spots and are salted as necessary.

If Facilities Customer Service Center (CSC) receives a call for service during the following times:

- 24 hours per day, 7 days a week: pages are sent out to the following crew leaders:
  - UR GROUNDS: John McIntyre and Bill Kennan (all snow removal related calls)
  - Villager Construction, Cardinal Landscape, R.M. Landscape: Roadways and parking lots

For Goler House, Whipple Park, University Park, and Southside Dorms:

- Rochester Management is responsible to monitor and respond to snow events. All contact for questions or service requests should go through their office at 442-0240.
The following describes typical service provided (each snow/ice event will be evaluated and services adjusted as needed throughout the event):

**Normal Snow** – Trace to 6 inches

Staff members complete routes per Snow Removal Assignments and enclosed Maps, de-icing compounds applied during plowing or upon completion of plowing.

**MAJOR SNOW** – Greater than 6 inches and still snowing

As soon as the snowfall reaches 6” and still snowing, Grounds leadership assesses staffing needs and manages accordingly. Crews will stay on duty until they must be relieved for a rest period. Staff members complete routes per Snow Removal Assignments and Maps, de-icing compounds applied upon completion. Hotel rooms may be available for prolonged events.

In an emergency situation, equipment and operators can be obtained internal Facilities & Services resources to aide our crews in clearing sidewalks, stairs, and egresses.

Before any major event, a pre-event meeting will be held with UF&S Leadership and Grounds Management (UR and contractor) to ensure readiness and all proper preparation including equipment and deicing compounds has been completed. Sample checklists can be found in the appendix.
I. **Procedure 1.64**: Approved by Kim Lonon

II. Date of Initiation/Revision: November 21, 2016/October 26, 2020

III. Procedure Classification: Customer Service Center will maintain/revise this procedure

IV. Procedure Summary: Establishes the procedure CSC Operations Support Specialists (OSS) follow when answering the Snow Removal Hotline (x5-0000) and dispatching to the Grounds Department.

V. Related Procedures: 1.61 CSC Phones Configuration

VI. Definitions: see definitions page 10.10

VII. Responsibilities: OSS will properly answer and dispatch calls received on the Snow Removal Hotline to UR Grounds or Contractor.

VIII. Procedures:
- When you receive a call on the Snow Removal Hotline (x5-0000):
  - OSS will answer and identify line as the “Snow Removal Hotline”.
  - OSS will create a work order with the following information:
    - Description: Name of company responsible for area (see Who Plows What list)
    - Location of area needing to be plowed or salted
    - Requestor: Name (Last Name, First Name)
    - Telephone: Extension or phone number
  - Assign all work orders to: **WKEENAN**
    - OSS will edit work order to send a group page using **UR Grounds – Snow Plan**.

<table>
<thead>
<tr>
<th>Member Names</th>
<th>Pager</th>
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<tbody>
<tr>
<td>DCARR</td>
<td></td>
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<tr>
<td>JMCINTYRE</td>
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<tr>
<td>JWATT</td>
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<td>RCARR2</td>
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<td>RHILLIMIRE</td>
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<td>WKEENAN</td>
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</table>

Contact John McIntyre or William Keenan for calls not dispatched or a Grounds emergency.

IX. Procedure Review: Annually
<table>
<thead>
<tr>
<th>Location</th>
<th>Plowed Areas</th>
</tr>
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<tr>
<td>Medical Center Campus</td>
<td>Roadways and Parking Lots, Walkways, stairs, and egresses, fire hydrants,</td>
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<tr>
<td></td>
<td>fire hose bldg. connections</td>
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<tr>
<td></td>
<td>Garage Roof and Saunders Parking Lot</td>
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<tr>
<td></td>
<td>Storm support of Emergency Egress</td>
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<tr>
<td></td>
<td>UR Grounds</td>
</tr>
<tr>
<td>Memorial Art Gallery (MAG)</td>
<td>Roadways and Parking Lots</td>
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<tr>
<td></td>
<td>Walkways, stairs, and egresses, fire hydrants, fire hose bldg. connections</td>
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<tr>
<td></td>
<td>Cardinal Landscape</td>
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<tr>
<td>Mid Campus</td>
<td>Roadways and Parking Lots</td>
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<tr>
<td></td>
<td>Walkways, stairs, and egresses, fire hydrants, fire hose bldg. connections</td>
</tr>
<tr>
<td></td>
<td>Villager Construction</td>
</tr>
<tr>
<td>Mt. Hope Properties</td>
<td>UR Grounds</td>
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<tr>
<td>River Campus</td>
<td>Roadways and Parking Lots</td>
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<tr>
<td></td>
<td>Walkways, stairs, and egresses, fire hydrants, fire hose bldg. connections</td>
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<tr>
<td></td>
<td>380 Wilson Blvd.</td>
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<tr>
<td></td>
<td>Pedestrian Walkway from Riverview Apts. Building entryways</td>
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<td></td>
<td>UR Grounds</td>
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<td>ESW and UR Grounds</td>
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<tr>
<td>Brooks Crossing</td>
<td>Parking Lots</td>
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<td></td>
<td>Sidewalks</td>
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<tr>
<td>Rochester Management (RMI)</td>
<td>GLC / Southside / Goler House</td>
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<td></td>
<td>Whipple Park, Murlin Drive</td>
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<td></td>
<td>RMI</td>
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<td>South Campus</td>
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<td>Walkways, stairs, and egresses, fire hydrants, fire hose bldg. connections</td>
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<tr>
<td></td>
<td>Cardinal Landscape</td>
</tr>
<tr>
<td>Shared operations/Other</td>
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<tr>
<td></td>
<td>Tobacco Huts</td>
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<tr>
<td></td>
<td>1510 Mt. Hope Ave (Mail Services)</td>
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<td></td>
<td>300 and 315 Science Pkwy</td>
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<tr>
<td></td>
<td>Lot 24 - Scottsville Lot</td>
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<td></td>
<td>Eastman School of Music</td>
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<td></td>
<td>Public Sidewalks adjacent to MC/RC</td>
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<td></td>
<td>UR Grounds/RMI – Goler</td>
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<td>UR Grounds/RMI – Goler</td>
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<td>Cardinal Landscape</td>
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<td>Cardinal Landscape</td>
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<td>City of Rochester</td>
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SNOW/ICE EVENT
COMMUNICATION PLAN

UF&S Response to Potential Weather Events:

Weather Watch

Weather Advisory

Weather Warning

Severe Weather

UF&S evaluates need to contact Sr VP for Admin & Fin & CFO

Storm does not materialize

Do nothing

Storm materializes

Develops into Severe Weather

UF&S contacts Sr VP for Admin & Fin & CFO

Evaluate need to open EOC

Weather Watch

Weather Advisory

Weather Warning

Severe Weather

UFS contacts Sr VP contacts C.F.O. Sr. VP

If Sr VP is unavailable then Dir. Support Operations (snow)

Or River Campus Director/Medical Center Director (Ice)

Conference Call with Communication

Status of Ongoing Effort
People/Salt/Equipment
Forecast
Potential Issues
Schedule for Updates
Condition of Outlying Areas
Conditions on Campus
Options for Open vs Release vs Partial Close Communication
Plan to University
University Horticulture & Grounds
Snow Storm Event: __/___/____

Pre-Storm Checklist

- Equipment operational – UR Grounds
- Status:

  Notes:

- Full Staffing – UR Grounds
- Absences:

- Contact Contractors

- Auto Shop
  - Contact Auto Shop Supervisor and Manager
  - UF&S Auto Mechanics:
  - Auto Shop: Snow Removal Equipment

- MCFO Support

- RC ESW Support

- Contact Parking
  - Cordon off areas for snow storage: Yes / No / Pending

- Contact College Town

- Reach out to ADA individuals with individualized snow plans (internal to Grounds)

- Contact Public Safety

- MAG

- Salt Supply ready

  Notes:

- Hotel Reservations: yes / no

- Reviewed by M. Cavanaugh, Director – EH&S

- Other Notes: Reviewed focus areas with UR Grounds and Contractors

Forecast:

Type of Event expected:
During / After Storm Checklist

Debriefing Date:

☐ ADA routes
☐ Walkways, Stairs
☐ Egresses
☐ Regular Updates

☐ Fire Hydrants
☐ Bus Shelters clear to the street and to sidewalk
☐ MH Properties
☐ Neighboring sidewalks
☐ Cut-outs along Wilson – Prince Athletic
☐ Clear drains

Contractor Specific:

☐ Response Time
☐ Garage Entrances (MC & CT)
☐ East Drive
☐ Piling Snow
☐ Hauling Snow
☐ Communication
☐ Other
1. PURPOSE
   To collaboratively and efficiently communicate the need to haul snow out of UR parking lots.

2. SCOPE
   DTPM Management

3. DEFINITIONS
   **DTPM**  Department of Transportation & Parking Management
   **Snow hauling** The removal of snow piles from UR parking lots to an off-site location
   **Snow event** A normal snow fall that is managed with normal operations
   **Snow emergency** A large snow fall that needs additional manpower, equipment and management to efficiently coordinate efforts.

4. POLICY/PROCEDURE
   4.1 Policy/Procedure

   In the event of a snow event, UR DTPM Management will survey parking lots and assess the need for snow hauling. Notification via e-mail (when possible) to UR Grounds will be made by 1000hrs the following morning on whether or not there is a need to haul snow. If UR Grounds does not hear from UR DTPM by 1000hrs, UR Grounds will contact DTPM Project Manager or DTPM Director by cell phone for a decision.

   In the event of a snow emergency, UR DTPM Management or UR Grounds have the ability to make the decision on whether or not snow hauling is needed. If a decision is made to haul snow during a snow emergency, UR DTPM and UR Grounds will have ongoing communication to collaborate on the plan.

   Contact person(s) for snow hauling:
   **UR DTPM**
   Doug Grotke
   Matt Schwartz
   Jim Chodak

   **UR Grounds**
   John McIntyre
   Bill Keenan

Reviewed 10/26/21

Doug Grotke
The NOAA’s National Weather Service (NWS) has recognized the University of Rochester as a StormReady® university for its preparedness to handle all types of severe and potentially life-threatening weather. Rochester is the first private university in New York State to be certified StormReady.

“StormReady encourages communities, including colleges and universities, to take a proactive approach to improving local hazardous weather operations and awareness,” said Judith Levan, warning coordination meteorologist at the NWS Weather Forecast Office in Buffalo. “StormReady arms communities with improved communication and safety skills needed to save lives and property before and during an event.”

According to the NWS, approximately 98 percent of all presidentially declared disasters are weather related, leading to around 500 deaths per year and nearly $15 billion in damage. The StormReady program encourages communities to improve its hazardous weather operations by
providing emergency managers with clear-cut guidelines. To be officially StormReady, the University’s Office of Environmental Health and Safety confirmed compliance with the following criteria:

- Establish a 24-hour warning point and emergency operations center
- Have more than one way to receive severe weather warnings and forecasts and to alert the public
- Create a system that monitors weather conditions locally
- Promote the importance of public readiness through community seminars
- Develop a formal hazardous weather plan, which includes training severe weather spotters and holding emergency exercises.

“I’m proud that our University has earned StormReady designation,” said Ronald Paprocki, University senior vice president for administration and finance and CFO. “It affirms that our preparedness programs for all campuses are in line with national procedures and standards. Our priority is to provide students, employees and patients with the safest possible environment, which includes continuity of operations when severe weather strikes.”

“The University is keenly aware of the importance of severe weather preparedness and planning and took advantage of StormReady process to validate the robustness of our comprehensive emergency plans,” said Mark Cavanaugh, director of Environmental Health and Safety at the University. “The StormReady program effectively assessed our communications, weather monitoring, warning, preparedness, education and alerting capabilities.”

There are currently 164 universities across the United States that have earned StormReady recognition, with four now in New York State. Monroe County was recently re-recognized as a StormReady county for the fifth time.

“Having achieved our designation as StormReady in 2001, Monroe County continues to make the safety of our residents a top priority,” said Monroe County Executive Maggie Brooks. “Monroe County is proud to be joined by the University of Rochester, the first StormReady private university in the state, as we go the extra mile to best protect our community and help keep our region prepared for any weather emergency that may come our way.”

Tags: announcement, National Weather Service

Category: University News

Contact Author(s) Sara Miller

585.275.4128 smiller@ur.rochester.edu

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« Ancient huts may reveal clues to earth’s magnetic pole reversals
12/9/2015 Why does it often snow at sunrise or sunset?

This is an interesting question. Nighttime lake effect snow is normally more prevalent because temperatures are colder at night which increases the instability over the lake as compared to land. This instability often leads to the development of lake effect snow at night over the lake, as compared to land in daylight hours. Snow will move inland as sunrise disrupts the ‘organized convection’ over the lake and creates disorganized fingers that produce the early morning and late afternoon snow bursts.

This untimely snow (not that any snow can be considered timely for non-skiers) gives the Grounds department heartburn as they complete their nighttime/early morning snow removal, only to have it snow again as faculty and staff arrive for work!
Winter Walking Safety

Winter walking falls are a serious safety hazard. Employee falls result in bruises, sprains and broken bones. The University of Rochester employs over 20,000 staff, most of whom walk some distance to the building they work in: that’s oodles of opportunity for injury.

Snow Removal When the temperatures drop, snow, ice and even slush result in falls. Late morning snowfall (Lake Effect) often covers over the late night and early hours work of grounds staff, so exercise caution in parking lots and sidewalks during snow events. With only a light wind, a little snow can cover pathways in minutes and create a slippery surface.

Black Ice Dew or water vapor can freeze on cold surfaces, forming an extra-thin, nearly invisible layer of ice. No matter how well the snow and ice is removed from parking lots or sidewalks, pedestrians will still encounter slippery surfaces in winter. Grounds has a SNOW & ICE REMOVAL HOTLINE at x5-0000. Call the hotline to report hazardous walking conditions. Grounds will not only act on the information, they will enter it into a database maintained specifically to identify problem areas for the future.

Footwear The single most important thing you can do for your safety is to wear weather appropriate footwear. Boots with rubber soles and non-slip tread are great; grippers, traction cleats or “Yaktrax” are another excellent idea. Nothing is foolproof, but the right footwear provides slip resistance. You will appreciate the difference!

Do the penguin shuffle
If you do fall, fill out an Employee Incident Form

Environmental Health & Safety
Horticulture & Grounds
Just like defensive driving to avoid accidents, be a “Defensive Walker” to avoid winter falls

- Plan ahead to ensure sufficient time to reach your destination.
  - Wear boots with non-slip tread.
- Use care getting in and out of your vehicle. Hold onto the door frame to steady yourself.
- Assume all wet, dark areas on pavement are slippery and icy.
Practice Defensive Walking

- Plan ahead to prevent last minute rushing
- Assume *ALL* wet, dark areas on pavement are black ice
- Stay inside designated walkways
- Use handrails.
- Try not to carry things in your arms (maybe a backpack?)
- Don’t text and walk at the same time.
- Take slow, short steps

...do the Penguin Shuffle

Stop Winter Falls
Walk like a penguin

University of Rochester Winter Walking Safety Tips
Environmental Health & Safety
Horticulture & Grounds, www.facilities.rochester.edu/snow
Check Your Tread!

Temperatures are dropping. It’s time to get proactive about winter walking safety! What can you do to get ready before the snow and ice arrive? Check your tread! Just like the tread on your tires, the tread on your winter walking boots wears down over time. When your tread is worn down, you slip and slide – just like you would if you were driving on bald tires. So get your boots out and check your tread! If you’ve got “bald boots”, start shopping for rubber soles and non-slip tread!
WINTER LESSONS: HOW TO WALK ON ICE

1. Normally, when we walk, our legs’ ability to support our weight is split mid-stride.

2. Walking this way on ice forces each leg to support the weight of the body at an angle that is not perpendicular to the surface of the ice, resulting in a nasty fall.

To walk on ice, keep your center of gravity over your front leg.

1. One animal that has figured this out is a penguin. Think of yourself as a penguin and you’ll be all right.

2. Wrong way

3. Right way
Cold Weather Safety Tips

When the weather is extremely cold, and especially if there are high winds, try to stay indoors. Make any trips outside as brief as possible. If you do go out...remember, *walk like a penguin!*

**Dress Warmly and Stay Dry**
- wear a hat & a scarf or knit mask to cover face and mouth
- sleeves that are snug at the wrist & mittens (they are warmer than gloves)
- water-resistant coat, boots and several layers of loose fitting clothing.
- Stay dry—wet clothing chills the body rapidly.

**Driving Tips**
- Clean all snow and ice from vehicle including all windows, rearview mirrors, headlights, blinkers and back lights
- Let the car run 15 minutes after starting before turning off to let battery recharge
- *De-icing compounds are less effective in frigid temperatures*....so remember to leave yourself more stopping time when driving...and don’t take off fast from a stopped position.
Safe Winter Walking

Plan ahead to prevent last minute rushing on slippery surfaces
Assume ALL wet, dark areas on pavement are BLACK ICE
Watch out for snow covered ice Take shorter, slower steps

Call the SNOW & ICE REMOVAL HOTLINE at x5-0000
to report hazardous walking conditions
Report indoor slipping hazards (like tracked in snow) by

calling x3-4567
University of Rochester Winter Walking Safety Tips
Environmental Health & Safety
Horticulture & Grounds, www.facilities.rochester.edu/snow