

Dear Resident,

The policy for the Chugiak-Birchwood-Eagle River Rural Road Service Area (CBERRRSA) is to dispatch private contractors for an **initial** plow out when 4-inches or more of snow has accumulated. During an **initial plow out** all berms left behind are the occupant's responsibility, this includes around the mailboxes and any berms in the driveways. This process allows our contractor to open the roadway within 24 hours of the initial snowfall.

This policy has been in effect since prior to 1984. The level of service is based on the current mill rate, which was voted on and approved in 1996. This policy was established to keep road maintenance costs down and the overall taxes lower for area residents.

The level of service in the area is based on the current mill rate and set by the CBERRRSA Board of Supervisors (Road Board). In order to increase the level of service, the additional maintenance costs must be balanced within the current mill rate. If the requested increase of service cannot be satisfied within the current mill rate an increase to taxes will be required to balance the demand for the increased service. This means a ballot measure must be initiated, voted on, and passed by area residents to increase the mill rate. Once the mill rate is increased the level of service can be increased.

As stated, during the **initial plow out** the berm is the occupant's responsibility. During wing back, blow back, and general clean up operations a plow truck will follow behind the grader and/or blower to address any new berms created from the **clean up service** and address snow accumulations near the mailboxes. Due to the detail involved in the **clean up service** this process can be very time consuming. This **clean up service** was established in 2010 as a continuing effort to increase the service provided to our CBERRRSA residents.

If you receive a berm during the **clean up service** or if your mail person is not delivering due to the snow accumulations, please give us a call and we will address the issue as soon as possible. Again, the berm that is left during the **initial** snowfall is the occupant's responsibility.

The Eagle River Street Maintenance department directs the private contractor and manages the CBERRRSA road maintenance services. If you have any questions please call our main number at 343-1510. Office hours are Monday through Friday 7:30 a.m. to 5:00 p.m. In addition, an emergency number is available by calling our main number after office hours.

Thank you.

Eagle River Street Maintenance