



ANC 1E STORM RESPONSE SURVEY

February 4 – 20, 2026

*Prepared & Presented by:
Commissioner Brad Howard (1E01), Secretary*

SURVEY OVERVIEW

ANC 1E collected resident and business owner feedback on the City's snow and ice removal response. This survey received 55 responses from across Park View, Pleasant Plains, and the Howard University neighborhoods. The results document what worked, what failed, where it failed, and who it impacted. All 55 respondents described themselves as residents.

SECTION 1: RESPONDENT DEMOGRAPHICS

Q1. Neighborhood

Neighborhood	Responses	% of Total
Park View	47	85%
Pleasant Plains	7	13%
Howard University	1	2%

Q2. ANC Single Member District

SMD	Area Description	Responses
ANC 1E01	North/northeastern Park View	17
ANC 1E02	Central/southeastern Park View (Georgia Ave to Park Place NW)	12
ANC 1E04	Portions of Pleasant Plains and southern Park View	11

ANC 1E03	Western Park View west of Georgia Ave (Otis Pl to Irving St)	8
ANC 1E05	Southern Park View, northern Howard University and Pleasant Plains	4
ANC 1E06	SW Pleasant Plains between Georgia Ave and Sherman Ave	2
ANC 1E07	Most of Howard University and southern Pleasant Plains neighborhood, Atlantic Plumbing building	1

Q4. Email Subscription Interest

Subscribe to ANC 1E updates?	Responses
Yes	31
No	11
Maybe	5
No response	8

Nearly two-thirds of respondents expressed interest in receiving ANC 1E email updates.

Q36. Street Type

Street Type	Responses
Neighborhood street (Harvard, Irving, Park Place, Rock Creek Church Rd, etc.)	24
Small residential street (Kenyon, Girard, W Street, etc.)	23
Major street (Georgia Ave, Sherman Ave, New Hampshire Ave, etc.)	8

87% of respondents live on neighborhood or small residential streets — the streets most underserved by the City's storm response.

SECTION 2: SNOW & ICE REMOVAL

The following ratings reflect resident satisfaction on a 1–5 scale (1 = Very Dissatisfied, 5 = Very Satisfied). All scores in this section are critically low, indicating widespread dissatisfaction with street-level snow removal.

Satisfaction Ratings Summary

Question	Average Rating	Respondents
Q5. Speed of snow removal on your street	1.91 / 5	55
Q6. Thoroughness of snow removal on your street	1.80 / 5	54
Q7. City's ability to remove snowcrete (compacted ice/snow)	1.60 / 5	55
Q8. Snow removal on main roads	3.05 / 5	55
Q9. City's efforts to maintain safe, passable roads	2.05 / 5	55

Main roads (Q8, avg. 3.05) were the only category to approach a neutral rating. Residential street-level service performed far worse across all metrics. Snowcrete removal (avg. 1.60) was the single lowest-rated item in the entire survey.

Q10. Reasons for Street Rating (Select All That Apply) | 55 responses

Issue Identified	Responses	% of Respondents
Plowing pushed snow into sidewalks or corners	47	85%
Plowed but left very narrow lanes / blocked parking	40	73%
Street was not plowed for multiple days	37	67%
Compacted ice or 'snowcrete' remained	35	64%
No major problems	0	0%

Every respondent who answered Q10 identified at least one problem. Not a single respondent indicated no major problems.

SECTION 3: WALKING CONDITIONS

Satisfaction Ratings Summary

Question	Average Rating	Respondents
Q11. City's clearing of crosswalks and street corners	1.36 / 5	55
Q12. City's clearing of bus stops	1.55 / 5	49
Q13. Residents/businesses clearing their own sidewalks (DC law)	2.58 / 5	55

Crosswalk and corner clearing scored the lowest of any rated item in the survey at 1.36 out of 5. Bus stop clearing also scored critically low at 1.55. 100% of Q11 responses were rated 1, 2, or 3. Resident sidewalk compliance (Q13), while still below average, was rated relatively higher, suggesting that residents did more to clear their own paths than the City did to clear public infrastructure.

Q14. Does the City Do Enough for Vulnerable Residents? | 55 responses

Response	Count	% of Total
No, the city should do more	33	60%
I don't know what help the city provides	19	35%
Yes, the city provides adequate help	3	5%

95% of respondents either believe the City should do more or are unaware of existing programs — suggesting a major gap in both service delivery and communication about available assistance.

Q15. What Should the City Do to Help Vulnerable Residents? | Select up to 3

Recommendation	Selections
Have city crews directly clear sidewalks for registered elderly and disabled residents	25
Increase fines for landlords and large property owners who don't clear sidewalks	15
Better promote existing assistance programs	14
Partner with community organizations to coordinate neighbor help	13
Expand volunteer snow shoveling programs (like Snow Team Heroes)	11
Provide income-based financial assistance for snow removal services	6
Give elderly and disabled residents extra time to clear sidewalks before fining them	5
Other (various write-ins including temp labor, tool distribution, etc.)	4

SECTION 4: CITY COMMUNICATIONS

Q16. Satisfaction with DC Government Communications | Avg: 1.77 / 5 | n=53

Rating	Description	Count	% of Respondents
1	Very Dissatisfied	27	51%
2	Dissatisfied	15	28%
3	Neutral	8	15%
4	Satisfied	2	4%
5	Very Satisfied	1	2%

79% of respondents rated City communications 1 or 2 out of 5. No respondent gave a 5-star rating for City communications.

Q17. Communication Rating Comments (selected themes)

Key themes from open-text responses:

- *'Until this past Monday, there was little explicit communication about what was being done or timelines for progress. Saying DC was open last week is laughable when I could not safely leave my house.'*
- *'There was virtually no communication about how to prepare for the features of this storm... no communication about school closure expectations and no schedule for clearing side streets and pedestrian crosswalks.'*
- *'The only communication I was aware of was the snowplow map, which wasn't accurate.'*
- *'Our Ward 1 representative Brianne Nadeau was very active, responsive, and communicative. The Mayor's office was very slow to react.'*

Q18. Use of City's Snow Plow Tracking Tools | 55 responses

Response	Count
No	27
Yes	25
Don't Know / Not Sure	3

Q19. Satisfaction with Plow Tracking Tools (Among Users) | Avg: 1.96 / 5 | n=25

Rating	Count
1 — Very Dissatisfied	14
2 — Dissatisfied	5
3 — Neutral	1
4 — Satisfied	3
5 — Very Satisfied	2

Q20. Plow Tracker Comments (selected)

The overwhelming theme: the tool showed streets as plowed when they clearly were not.

- *'It was completely inaccurate. Showed plowing had been done when it had not.'*
- *'The plow tracker was not accurate. The map just showed streets traveled by city equipment — not which streets were actually navigable.'*
- *'It was fake. The information was never correct for our street. It is actually a disservice to provide false information... My street has still not been plowed 10 days after.'*
- *'The tool was a joke. It said a street had been plowed within four hours but that was clearly not the case.'*

SECTION 5: 311 SERVICE

Q21. Did You Contact 311? | 55 responses

Response	Count
No	40
Yes	14
Don't Know / Not Sure	1

Q22. 311 Satisfaction (Among Those Who Called) | Avg: 1.21 / 5 | n=14

Rating	Count
1 — Very Dissatisfied	12
2 — Dissatisfied	1
3 — Neutral	1

86% of 311 users rated the service 1 out of 5. No 311 user gave a rating above 3.

Q23. Reasons for 311 Dissatisfaction (Select All That Apply) | 14 responses

Reason	Count
My request was closed without the problem being fixed	8
The problem was never resolved	7
I received no communication or updates about my request	5
Difficult to find the right category for my issue	2
Long wait times	1
No way to report snow issues online; phone-only wastes residents' time	1
Closing off sidewalks just so alleys could be cleared was preventable	1

SECTION 6: SERVICE DISRUPTIONS

Q24. Did You Lose Electricity? | 55 responses

Response	Count
No	54
Yes, but for at least several hours	1

Electricity was not a significant issue for ANC 1E residents during this storm.

Q25. Satisfaction with Trash & Recycling Restoration | Avg: 2.06 / 5 | n=54

Rating	Count
1 — Very Dissatisfied	23
2 — Dissatisfied	13
3 — Neutral	12
4 — Satisfied	4
5 — Very Satisfied	2

67% of respondents rated trash and recycling restoration 1 or 2. Selected comments: 'Placing the responsibility for clearing alleys is unreasonable and the city has not attempted to collect trash in our area.' / 'The need to come up with a solution to prepare for stuff like this. Not picking up trash is not an option.'

Q27. Satisfaction with Public Transit (Bus Service) Restoration | Avg: 3.17 / 5 | n=46

Rating	Count
1 — Very Dissatisfied	4
2 — Dissatisfied	8
3 — Neutral	15
4 — Satisfied	14
5 — Very Satisfied	5

Transit was the best-performing service category in the survey with an average of 3.17 — the only area to score above 3. Several respondents credited WMATA operators directly. However, uncleared bus stops remained a barrier for pedestrians accessing buses.

SECTION 7: RESIDENT PRIORITIES

Q29. Which Aspect Caused You the Most Trouble? (Select One) | 55 responses

Aspect	Count	% of Total
Blocked crosswalks and street corners	19	35%
Snowcrete (compacted ice/snow) not being removed	11	20%
Incomplete snow removal	8	15%
Service disruptions (trash, transit, etc.)	7	13%
Slow snow removal	6	11%
Poor road conditions	3	5%
Lack of communication from the city	1	2%

Q30. What Should Be the City's TOP PRIORITY? | 55 responses

Priority	Count
Clear crosswalks and street corners	19
Plow streets faster	14
Plow streets more thoroughly	7
Better treatment for ice/snowcrete	6
Faster restoration of services (trash, transit)	4
Better communication with residents	1
Better 311 service	1
Other (combination of crosswalks + bus stops; small equipment in initial response)	3

Clearing crosswalks and street corners was both the most common source of trouble (Q29) and the top stated priority for improvement (Q30) — a clear and consistent message from residents.

SECTION 8: ANC 1E ENGAGEMENT & COMMUNICATIONS

Q33. Do You Subscribe to ANC 1E Communications? | 53 responses

Response	Count
Yes	38
No	10
Don't Know / Not Sure	5

Q34. Were ANC 1E's Storm Communications Helpful? | 53 responses

Response	Count
Didn't Use / Not Sure / Refused	33
Yes	14
No	6

Q35. What Would Be Most Helpful from ANC 1E? | 44 respondents ranked all options

All seven options were ranked by the 44 respondents who answered this question. The ranking question in the survey resulted in equal weighting across all options, indicating strong support for all proposed ANC actions. The options offered were:

- Elevating individual 311 requests flagged by residents
- Pushing the City harder when our streets aren't getting attention
- Publicly calling out the City for its failures to deliver city services
- Push out more information through ANC 1E's newsletter and social media
- Organize forums after the response with City officials to receive public input
- Organizing neighbors to help each other when city services fail
- Explaining what the city's snow priorities mean for our neighborhood specifically

Q38. Information Sources During the Storm | Multiple-select

Source	Responses
News media (TV, newspapers, online news)	31
Social media (Twitter/X, Facebook, Instagram, Nextdoor)	29
Neighbors / word of mouth	24
DC government websites (Mayor's office, DPW, DDOT)	22
AlertDC (text/email alerts)	17
ANC 1E communications	6
Councilmember Nadeau / Ward 1 email communications	5 (write-ins)
I didn't receive any information about the City's response	2

News media and social media were the dominant information channels. Only 6 respondents cited ANC 1E as an information source, reinforcing the need to expand ANC 1E's communication reach during emergencies.

SECTION 9: SELECTED OPEN-TEXT COMMENTS

Q31. Additional Comments on the City's Storm Response (28 responses)

Representative themes from the 28 open-text responses:

On sidewalk clearing enforcement:

"I understand that sidewalks are the responsibility of property owners, but the large apartment building at the corner of Newton and Georgia left a huge chunk of sidewalk uncleared. Several developers that own vacant properties also made no efforts to clear their sidewalks... I suggest a stepwise penalty structure, where owners of 3+ properties that fail to clear sidewalks face much higher fines. Every resident (even elderly families) cleared their sidewalks, but the big apartment complex and two mid-flip properties didn't even try."

On snow removal technique:

"I think the city failed miserably at plowing thoroughly. It's pointless to plough if you do one strip down the center of a 2-lane road leaving half a lane for traffic in each direction. Also, people having to stand in the street while waiting for a bus a week after the storm is unacceptable. There was no sanding or salting on Warder St NW. And pushing snow to block crosswalks is unacceptable."

On overall response timeline:

"This response has been a complete disaster. It is more than a week after the storm and I'm still facing snow-related commuting problems and no restoration of trash services. Businesses need to be held responsible for

clearing their sidewalks and the city needs to take responsibility for clearing walks where there are vacant properties."

Suggestion:

"The response that started this past weekend — little bobcats and dump trucks clearing and removing snow — should have been part of the initial response."

On resource access:

"Use Metro stops and existing Rec centers as distribution points for tools (shovels, picks, etc.) and salt. Provide tools before storm to ensure streets are cleared soon after."

SECTION 10: KEY FINDINGS & RECOMMENDATIONS

Critical Service Failures Identified

1. **Crosswalks and street corners:** The lowest-rated item in the entire survey (avg. 1.36/5). 100% of ratings were 3 or below. This was also the single most troublesome aspect for residents and their top priority for improvement.
2. **Snowcrete removal:** Rated 1.60/5 — the second-lowest score. 91% of respondents gave it 1 or 2 stars. 64% of respondents identified 'compacted ice or snowcrete remaining' as a specific street problem.
3. **Street-level snow removal:** Speed (1.91/5) and thoroughness (1.80/5) on residential streets were both severely deficient. 85% of respondents reported that plowing pushed snow into sidewalks or corners.
4. **311 service:** Rated 1.21/5 among the 14 who used it — the lowest-rated service overall. 86% gave it 1 star. Requests were routinely closed without resolution.
5. **Trash/recycling:** Rated 2.06/5. A majority reported no collection and frustration with alley-clearing requirements.
6. **City communications:** Rated 1.77/5. 79% gave it 1 or 2 stars. Plow tracking tools were widely criticized as inaccurate and misleading.

Bright Spots

- Main road clearing was the relative strength — rated 3.05/5, the only category near neutral.
- Public transit (WMATA bus service) scored 3.17/5, the best of any category.
- Strong resident desire for engagement: 31 of 47 respondents want ANC 1E email updates; 44 respondents ranked all ANC actions as helpful.
- Resident sidewalk compliance (2.58/5) outperformed city-cleared infrastructure.

SECTION 11: OUTSTANDING ISSUES

15 respondents submitted outstanding issues requesting ANC 1E assistance (Q32). These responses include names, addresses, and 311 confirmation numbers where applicable. They are maintained separately for confidentiality and direct follow-up.

CERTIFICATION

After providing sufficient notice for and with a quorum of 5 present at its **February 25, 2026**, meeting, Advisory Neighborhood Commission 1E voted, with 5 Yeas, 0 Nays, and 0 Abstentions, to certify these findings as an official record of ANC 1E.

Josh Jacobson, Chair
Brad Howard, Secretary