



COMMONWEALTH of VIRGINIA

Office of the Governor

Sean T. Connaughton
Secretary of Transportation

March 15, 2010

Mr. Ross R. Guckert, President
Hayden Village Homeowners Association
5571 Rockpointe Drive
Clifton, VA 20124

Dear Mr. Guckert:

Thank you for your letter regarding snow removal in your community after the record snowfall in February.

The Virginia Department of Transportation (VDOT) was unable to complete their "normal" subdivision snow removal because of the huge amount of snow that fell so quickly and then froze. As you know, the February storm was truly a historic event which included low temperatures and over 40 inches of snow. The regular fleet of largely 4x4 plow trucks was unable to move the heavy and packed accumulation. As a result, VDOT hired the necessary heavy equipment and bucket loaders to open the roads that could not be otherwise plowed. Unfortunately, clearing snow with loaders is a very labor-intensive and a slow process.

VDOT is undertaking an intense comprehensive review of their snow removal practices and procedures to determine what did and did not work well. They plan to confer with county and community leaders in the coming months regarding lessons learned. Please continue to contact the toll free numbers and dedicated email address as these complaints are logged and recorded for review and service as warranted. VDOT strives to provide the very best customer service possible and regrets not meeting your expectations.

Sincerely,

A handwritten signature in black ink, appearing to read "Sean T. Connaughton".

Sean T. Connaughton

cc: Mr. Gregory Whirley, Acting Commissioner