



**BLADE
RUNNERS, INC.**
Landscape Design & Installation



Blade Runners Snow Bulletin

Sept 2004

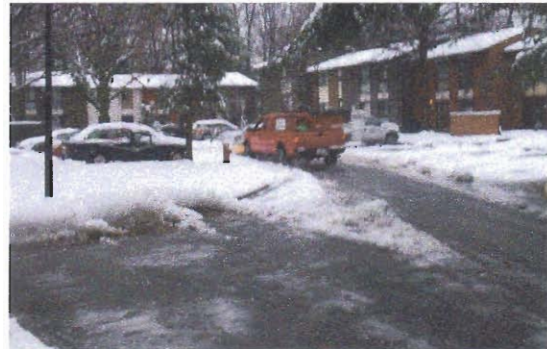
Snow—No Way

Snow, sleet and ice always present unique challenges for us and for your community. We hope this newsletter can unravel some of the mysteries behind the service we have been contracted to provide. In addition we hope this provides a tool to best educate members in your community for what their part is and how to make a success out of every storm.

The number one issue dealing with a snow storm is SAFETY in your community. In other words, getting people on the road and where they need to be as quickly and safely as possible. What you need is a reliable company who won't let you down when the snow, sleet and ice start coming. Blade Runners is that kind of company!!

Another very important issue is BUDGET. Blade Runners can deliver a number of different levels of service but keeping within your budget is a priority. We have modified our service into various levels to fit your special needs while providing excellent and reliable service during inclement weather.

At Blade Runners we work around the clock to service our customers. We only take on a limited number of snow customers so that we can assure good quality service in every storm. With nearly 20 years in the business we've seen every kind of situation from blizzards to tricky ice storms. We have the appropriate equipment for whatever mother nature brings our way.



If we work together we can make a success out of every snow storm.

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Snow Plowing Equipment - what it can do.



PLOW TRUCK :

The plow truck is limited to pushing snow. The plow truck cannot pick up or place snow. It has a large blade on the front that you can angle, but the snow falls off the blade as you travel. It cannot operate effectively in tight areas and can easily slide and cause damage. For these reasons, we are very cautious where we use plow trucks.

FRONT END LOADER:

The loader can Pick up and Place snow, but it cannot push. It is extremely maneuverable and can get into tight areas. It can clear very close to objects and is much more stable than a plow truck.



SAND AND CALCIUM CHLORIDE APPLICATIONS:

This represents a significant challenge for Blade Runners. The goal of sand and calcium chloride application is to provide the maximum melting results on your streets, while considering your budget. In-accurate forecasts (we all know about this!), varied property topography and shade conditions, and town by town changes in storm intensity make it difficult to make the call. We send out emails to our contacts to keep them informed as to our intention, and in general follow the Virginia Dept. of Transportation's lead.



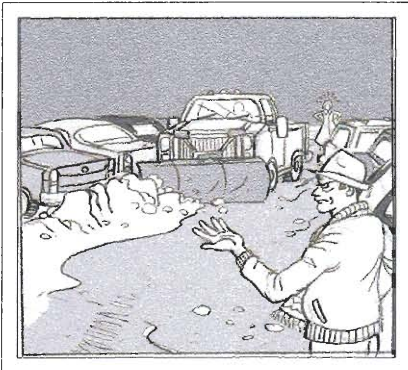
CIRCULATE THIS NEWSLETTER:

We hope the newsletter lets people know we are on their side and want to do the best job possible. We think it will make the job of Board Members, managers and owners easier.

Always with quality and courtesy



Frequently Asked Questions



WHY IS THERE SNOW PILED BEHIND MY CAR? WHY CAN'T THEY PILE ALL THE SNOW AT THE END OF THE STREET?

We can understand why you might think that the plow can push all the snow from the street away from the cars and to a desirable location. In reality, the snow must fall off the plow blade to allow the truck to keep moving. Otherwise, the snow would quickly pile up and stop the truck. Often there are cars parked on either side of the street so we evenly distribute the snow on either side. This can create a wall of snow behind your car 3-4 times as high as the accumulation. Plowing is not a snow removal service. Our objective is to clear the roadway in a timely and safe manner. Accumulation of snow behind your car is to be expected. By pitching in and doing your part to keep your parking area clean you are saving money. We have loader services available for snow removal.

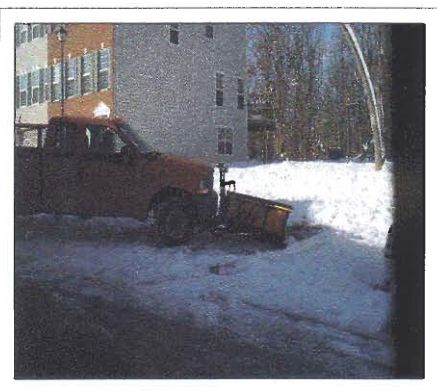
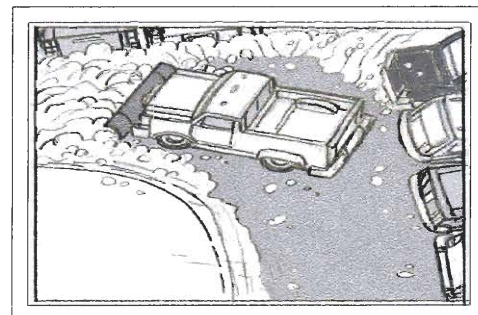
THERE ARE NO CARS PARKED OPPOSITE MINE. WHY CAN'T THEY JUST PUSH ALL THE SNOW TO THAT SIDE OF THE STREET?

It is our policy to push the snow to the side of the street that impacts the community the least. However that may not be possible in the following situations:

- A) Accumulation over 5"
- B) Circular road (snow will fall to outer portion of circle)
- C) Roads that are vacant on left and then right, we cannot switch directions in the middle of the process.

WHY CAN'T YOU PUSH THE SNOW TO THE CENTER ISLANDS AND NOT BEHIND OUR CARS? ITEM "B" ABOVE

We can see how you might think this is the way to go. This is a common request as many center islands do not have parking spots but unfortunately we are unable to plow this way. The road around a center island is a larger circle, imagine snow in front of the plow as a marble in front of a ruler. If you turn the ruler in a circular fashion, the marble will fall to the outside. The same applies to plowing of snow around a center island. (If you parking area is circular the snow will predominately accumulate to the outer edges)

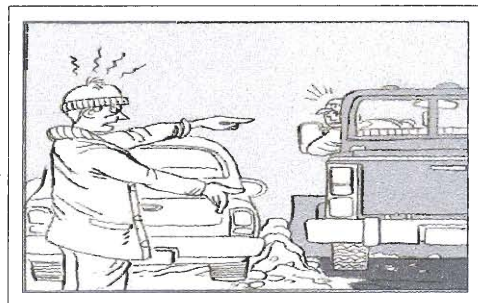


I JUST SHOVELED OUT MY CAR, AND THEY CAME BACK AND PLOWED ME IN!#?

We can understand how this can be frustrating. After working hard and using lots of muscle power to clean out your space we destroy your work! Remember that we are contracted to return to plow until the roads are clear. In heavy snows we probably will visit your property more than once. If we wait until the end of a 6-8" storm before starting, the weight of the snow will be too great for our equipment and we will not be able to service your association in a timely fashion. In cases where we return, this snow gets plowed back into your spot and if we do not return it can create a dangerous ice mound in the roadway. It is best to pile this snow in front of your space or on the edge of the walkway.

WHY IS SNOW IN MY PARKING SPACE?

Our policy is not to place snow in empty parking spaces. However, there are some instances where this is needed (see "what can we do to help" section). In these cases, we try to keep the snow to the front of the space so you still can park. In extreme events, the truck may have no choice but to completely plow in a space. When this happens a loader will need to be dispatched to move the snow.

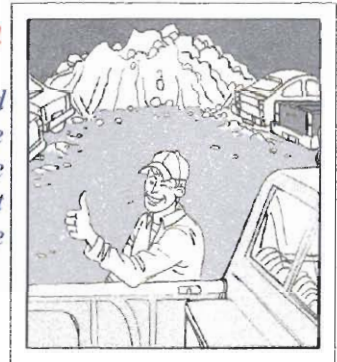


What can I do to help?



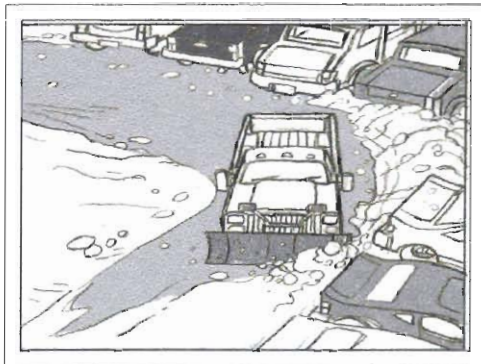
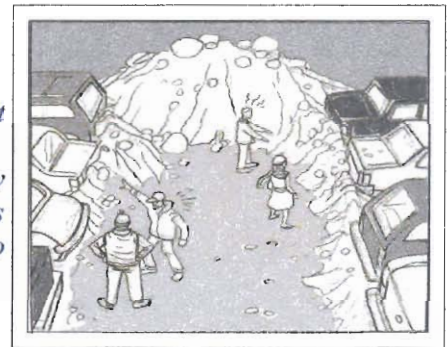
HELP US AVOID THE THREE HEADED MONSTER!

This is when the street has parking on both sides and at the end of the street. We cannot back in because the length of the truck prevents us from getting the snow at the end. We cannot push forward without plowing in cars. Solution: Opening up a space at the end of the street will allow us to plow effectively.



HELP AVOID THE END ROAD BLOCK IN:

If we have a street that has parking on both sides of the street but the end is vacant then we don't have to worry about the three headed monster, and that is great! In this case we will push snow over the curb at the end of the street. In severe storms or if previous piles have become frozen, accumulations may begin to extend into parking areas. At this point loader service is recommended.



AVOID THE CORNER PLOW IN:

As the plow travels around a corner it is physically impossible to get as close to the cars as when we are traveling straight. For this reason, the cars in the corner have extra snow behind them.

ASK RESIDENTS NOT TO PLACE SNOW FROM THEIR SPACES IN THE ROADWAY:

It is best to shovel the snow from your parking spot to the front of your space. Creating long furrowed rows of snow beyond the parking spaces reduces the width of cleared road way and eliminates our primary objective of creating two lanes of traffic.

