



## Medford Chamber of Commerce

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February 2, 2026 via email

Dear Mayor Lungo-Koehn and Medford City Council,

On behalf of the Medford Chamber of Commerce, I am writing to document and share concerns raised by local businesses regarding recent snow removal operations, specifically as they relate to City-owned parking lots, metered spaces, and accessible parking in commercial areas.

We recognize the extraordinary nature of the recent storm and appreciate the efforts of DPW staff and contractors working under difficult conditions. That said, feedback from businesses indicates that the current approach to clearing City parking assets has had a disproportionate impact on commercial activity, employee access, customer parking, and event-based operations.

A recurring concern is the lack of clarity around the City's policies and prioritization criteria for clearing municipal parking lots and metered spaces. Some City lots were cleared promptly while others remained inaccessible for multiple days, leading to confusion and speculation among business owners about enforcement, overnight parking, and whether certain locations are prioritized over others. This uncertainty has made it difficult for businesses to plan, communicate with customers, or mitigate losses.

Additionally, metered and handicap-accessible parking spaces appear to be addressed later in the snow removal sequence. While we understand that all areas of the City require attention, delayed access to these spaces has an outsized economic and accessibility impact in commercial districts. Businesses rely on predictable turnover, customer access, and compliance with accessibility standards in order to operate effectively.

The Chamber respectfully suggests that future snow removal efforts consider an equity-based framework that recognizes differing impacts across the City. Specifically, we recommend:

- Clear communication of snow removal policies and prioritization for City-owned parking lots and metered spaces
- Consistent and predictable timelines for clearing commercial parking areas
- Earlier prioritization of metered and handicap-accessible spaces in business districts
- Improved signage, enforcement, or towing protocols where parked vehicles impede timely snow removal
- A post-storm review process to identify procedural improvements

Our goal is to support a snow removal strategy that balances fairness with functional impact, ensuring that commercial and accessible areas are restored in a timely and predictable manner following major storms.

We appreciate your consideration and welcome the opportunity to participate in further discussion on this matter.

Sincerely,

Laura O'Neill, Executive Director, Medford Chamber of Commerce