

COUNTY OF ONONDAGA



**DEPARTMENT OF TRANSPORTATION**

J. RYAN McMAHON, II  
County Executive

ADMINISTRATIVE OFFICE  
6230 East Molloy Road  
East Syracuse, NY 13057  
Phone: 315-435-3205  
[www.ongov.net/dot](http://www.ongov.net/dot)

MARTIN E. VOSS  
Commissioner

**MAILBOX REPLACEMENT/REPAIR POLICY**

According to Section 319 of the New York State Highway Law, mailboxes are considered highway obstructions and are only “allowed” in the right-of way as a convenience to the owner as it is understood they are required for mail delivery. As a **courtesy**, Onondaga County Department of Transportation will replace a mailbox if they are damaged by an Onondaga County plow. A financial reimbursement is not an option.

Although our operators are trained to exercise good judgment and to be safety conscious, mailboxes can be the unfortunate victims of our efforts to keep the roads and the shoulders clear of snow. We regret any inconvenience this situation has caused you.

Mailbox requests are addressed in the order they are received. We ask you to bear in mind that it may be necessary for crews repairing mailboxes to return to snow removal activities if weather conditions warrant it. Your request will be attended to as soon as possible.

If your mailbox can be returned to a serviceable condition, it will be repaired. If it is determined that the mailbox must be replaced, we will do so with a standard metal mailbox.

If your post has been damaged it will, if possible, be returned to a serviceable condition. If it must be replaced, we will replace it with a treated 4” x 4” wooden post.

In order to minimize damage during snow removal operations, we require that mailboxes be set at a height between 47 inches to 48 inches, measured from the edge of the shoulder to the bottom of the support holding the mailbox. The mailbox opening should be 6” to 8” back from the shoulder of road.