

CITY OF MELROSE, MASSACHUSETTS

Public Works Department

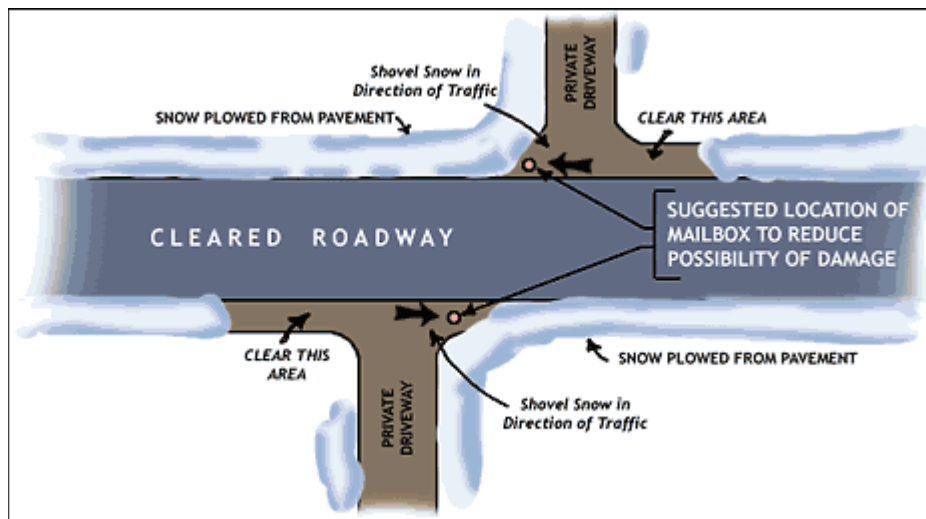
SNOW & ICE CONTROL

2009 – 2010 Policies & Procedures

December 7, 2009

Robert E. Beshara, P.E., Engineer and Superintendent

SUGGESTED METHOD OF SNOW REMOVAL TO MINIMIZE SNOW DEPOSITED AT YOUR DRIVEWAY.



If you will shovel snow in the direction of traffic, and make a pocket next to your driveway as shown, snow accumulation on the plow will drop into that pocket minimizing the amount of snow deposited into the driveway opening.

SNOW EMERGENCY GUIDELINE

If you are in doubt about whether it is safe to park on the street, use this rule of thumb--if it is snowing, we will be sanding; if there is more than 3" of accumulation, we will be plowing--please don't park on the street.

INTRODUCTION

The purpose of the Snow and Ice Policy and Procedure Manual is to communicate the process and level of service for snow removal and ice control for the City of Melrose. The following policies and procedures serve as a practical guide for effective snow and ice control procedures. Questions (?) please call Public Works @ 781-979-4170

GENERAL STATEMENT

Winter storms can be trying for all of us, motorists, residents and snowplow operators alike. The goal of Public Works is to remove snow and ice from our roadways as rapidly and efficiently as possible while keeping roads open and essential traffic moving. This does not mean bare, dry pavement should be expected after each snowstorm. The aim of snow and ice control operations is to return road surfaces to normal winter conditions as soon as feasible within the limitations of this policy and our limited resources. With proper use of storm forecasts, personnel, equipment, and materials, the desired result can usually be attained. However, flexibility is needed to adapt to the variety of circumstances and conditions during a snow or ice storm.

IMPLEMENTATION

These following policies and procedures outlined herein will be in effect when weather conditions could cause accumulations of frost, sleet, ice or snow on our roadways, school properties or municipal lots and will be in effect during the normal winter season.

MONITORING SNOW/ICE EVENTS SNOW EMERGENCY/PARKING BAN

During normal working hours, (7:00am to 3:30pm., Monday thru Friday) the observations of Public Works employees and police will alert the first response for snow and ice removal.

During after-hours, police officers will make observations and recommendations to the OIC (Officer-in-Charge) who will, when appropriate, contact the Public Works Emergency On-Call Foreman regarding street conditions. Based on the observations of the Police, the Foreman will perform his own review of the road conditions, and if warranted, will contact the Operations Director of Public Works who will make the necessary decisions to begin the snow/ice operation.

Public Works personnel will monitor weather conditions when inclement weather is approaching. The use of weather reports from METEORLOGIX and SNOW & ICE which

provides storm projections and updates via a yearly subscription fee, review of live television satellite storm tracking, commercial radio and TV weather broadcasts and National Weather Service broadcasts will be used concurrently with existing street condition reports to determine to appropriate storm response.

Media notification to MMTV and when appropriate the Free Press of any emergency parking ban and/or snow emergency declaration will be announced. The decision of implementing a Snow Emergency or Street Parking Ban is declared by the Mayor after consultation with Public Works, Police, Fire, Emergency Management and School Superintendent. The Mayor will lift the ban when conditions warrant.

WINTER PARKING BANS

When authorized by the Mayor, a ***Declared Snow Emergency Parking Ban*** will be in effect on all City streets until the snow emergency has been lifted. During a snow emergency parking ban there shall be ***NO PARKING*** at any time on any streets except by Fire, Police, Public Works, other public safety vehicles and private utility repair vehicles. Also, ***NO VEHICLE*** shall be parked or positioned in such a manner as to interfere with the snow removal or sanding operation.

Any vehicle in violation of this section shall be ticketed and may be towed at the expense of the owner.

If you are unsure about whether there is a Declared Snow Emergency or a Parking Ban in effect you can tune your television to MMTV Cable Access Channel 3. During normal work hours, 7:00 am to 3:30 pm Monday thru Friday, you may call the City Yard at 781-665-0142. After hours you may also call the Police non-emergency number at 781-665-1212.

ILLEGALLY PLOWED SNOW

In accordance with Melrose City Ordinances, no person shall move or remove snow or ice from private lands upon any public street, sidewalk or common land of the City. Every day that such snow or ice is allowed to remain in such a manner as to so obstruct or impeded the free passage of vehicular or pedestrian traffic shall be considered a separate offense and each offense shall be punished by a fine of not less than twenty dollars (\$20.00) nor more than fifty dollars (\$50.00).

No owner or occupant of land or other person shall move or place, or cause to be moved or placed, snow and/or ice to any place, in such a manner as to result in such snow or ice blocking or impeding access to or use of public fire hydrants. The fines are the same as stated above and each day is considered a separate offense.

Residents, who have their driveways plowed by private contractors, are reminded that they are responsible for their contractor's actions if they should violate City Ordinance.

TOWING POLICY

Illegally parked vehicles are the biggest obstacles to effect snow removal efforts. When a snow emergency has been declared and illegally parked vehicles interfere with snow plowing operations, it may become necessary to order the towing of a private vehicle at the owner's expense as specified by City Ordinance.

SNOW CONTROL PROCEDURES

All storm conditions are dictated by temperature, the amount of moisture present in the storm, wind speed and anticipated storm duration. The combination of these factors is directly related to the conditions that dictate how a storm will be dealt with. Freezing rain, sleet, wet snow, dry snow, amount of snow, wind conditions, and the time of day all contribute to storm conditions.

SNOW/SANDING OPERATIONS

The following is a general description of how the Department of Public Works plows/sands city streets.

1. When a snow or ice storm begins, the DPW responds by salt/sanding the main and collector roads, MBTA bus routes, school bus routes, the hills, secondary/residential streets, and dead end streets. Salting and sanding these roads serves two purposes; to prevent the snow from bonding to the pavement (also known as snow pack) and to keep traffic moving. Liquid calcium chloride may be used as a wetting agent on each truckload of salt/sand when temperatures are appropriate for its use.
2. Snow plowing begins when snow is predicted to accumulate greater than three (3) inches. The City is divided into 23 distinct snow routes which, 4 main street routes, 3 dead end routes, 5 parking lot routes, 2 water and sewer pump station routes, 1 cemetery route, and 4 sidewalk routes. We call out over 20 City trucks and over 30 private contractor trucks to man these routes. In addition, support personnel include laborers for hand shoveling, a loader operator to load trucks with sand and salt, a dispatcher and several snow chasers who monitor the routes and report conditions. The City's policy is to plow the full width of the street, curb to curb, during each storm. On main and secondary roads the plows may operate in teams. Team plowing consists of two plows operating simultaneously to provide for the rapid removal of snow from centerline to curb in one pass. All other roads will normally be plowed with a single plow unit making multiple passes in each direction to clear the road of accumulating snow from curb to curb.

Once snowfall has stopped and plowing is winding down, salt/sanding operations resume with the post-storm sanding and salting operation.

- Main and secondary roads, hills, MBTA and school bus routes are salted/sanded in an attempt to achieve bare pavement conditions.
- Residential streets are salted/sanded to improve traction and are done only if icy conditions exist, and may not achieve bare pavement conditions.

PRIORITIES

During snow/ice conditions, calls from the Police and Fire Departments regarding accidents, medical or other emergency situations are given top priority. Upon request of the appropriate agency, the Public Works Department will provide assistance as necessary. Because of the high priority assigned to snow and ice control, almost all other Public Works operations become secondary to snow fighting operations.

Streets will be plowed and sanded according to established priorities. Priorities are set based upon traffic volume, public safety, and access to emergency facilities and schools. During major storms, crews will plow and sand continuously prior to high volume traffic hours. Depending upon the type and intensity of the storm, plowing operations may be suspended during peak traffic hours to devote maximum effort to sanding operations to provide better traction. Plowing operations will resume after peak traffic hours.

- “Priority one” roads, are the main arteries and collector roads. These streets are given first priority since they provide the interconnecting link from all corners of the City. Priority may be extended to school bus routes in cases of early dismissal. Once completed, those bus routes will fall back to their designated priority list.
- “Priority two” roads are secondary roads that connect the main roads to the residential areas.
- “Priority three” roads are all local roads within residential areas. The City will plow local roads only when private contract snowplows are called.
- "Priority four" are municipal parking lots.
- "Priority five" are the sidewalks primarily used by children walking to school and sidewalks in the business districts. Sidewalk routes are determined jointly between the Mayor's office, school maintenance personnel and Public Works.
- The goal of the snow operation plan is to open all streets as quickly as possible and keep them open throughout the storm. After heavy storms all roads will be pushed back to as close to the curb as possible and corners will be widened and snow pushed in. Sometimes this results in blocking the sidewalks at the corners with snow piles. On streets on the sidewalk route, these corners will be opened up. In areas not on the sidewalk route the residents must shovel these areas out.
- The City uses many classes of snow plow vehicles. After a storm, it may be necessary to have larger equipment go back to push these roads back. Residents need to be aware that snow will be pushed into driveways as the plows return to

widen the streets. This is not done on purpose; it is a natural occurrence of plowing. The City is not responsible to clear any private driveway.

SIDEWALKS

Business owners are required by Ordinance to keep the sidewalk in front of their property clear of snow and ice. Property owners are requested to do the same.

MUNICIPAL/SCHOOL LOTS/PUBLIC BUILDINGS

The Public Works Department is responsible to maintain 16 municipal parking lots. Beginning this year, Public Works will be the coordinating agency for all snow fighting operations. Although School Department personnel are responsible for clearing snow and sanding/salting on school property, parking lots and sidewalks, Public Works will assist with these operations. The Fire Department will continue to clear snow at the fire stations and the sidewalks adjacent to the stations. Public Works also provides plowing, sanding and salting operations required by the Fire Department. Public Works provides snow plowing, sanding and salting for the Police Station driveway and parking areas, the Library, Senior Center driveway and parking area (the senior center is responsible for their sidewalks with assistance from Public Works). The time of the storm and the operating hours of municipal buildings will dictate the priority and sequence of plowing.

The following list of parking lots is maintained by the Public Works Department:

1. Highlands Commuter Lot
2. Marvin Road Lot
3. Belmont Street Lot
4. Library Lot
5. Senior Center
6. Police Station
7. City Hall
8. Memorial Hall Driveway
9. Shaw's Lot
10. Cedar Park Lot
11. Livermore Lot (both sides)
12. Larrabee Lot
13. Fields Crt
14. Wyoming Station
15. Friends Lot
16. Myrtle Street Lot

CEMETERIES/PARKS

Snow and ice removal at cemeteries is performed by Public Works and has a low priority. Generally the main access roads will be opened and interior roadways cleared as required by burials. Snow and Ice removal at Pine Banks is the responsibility of Pine Banks. Snow and ice removal at Mt. Hood and other park locations is the responsibility of the Parks Department. Snow and ice removal at the "Knoll" is the responsibility of the school department.

DRIVEWAYS

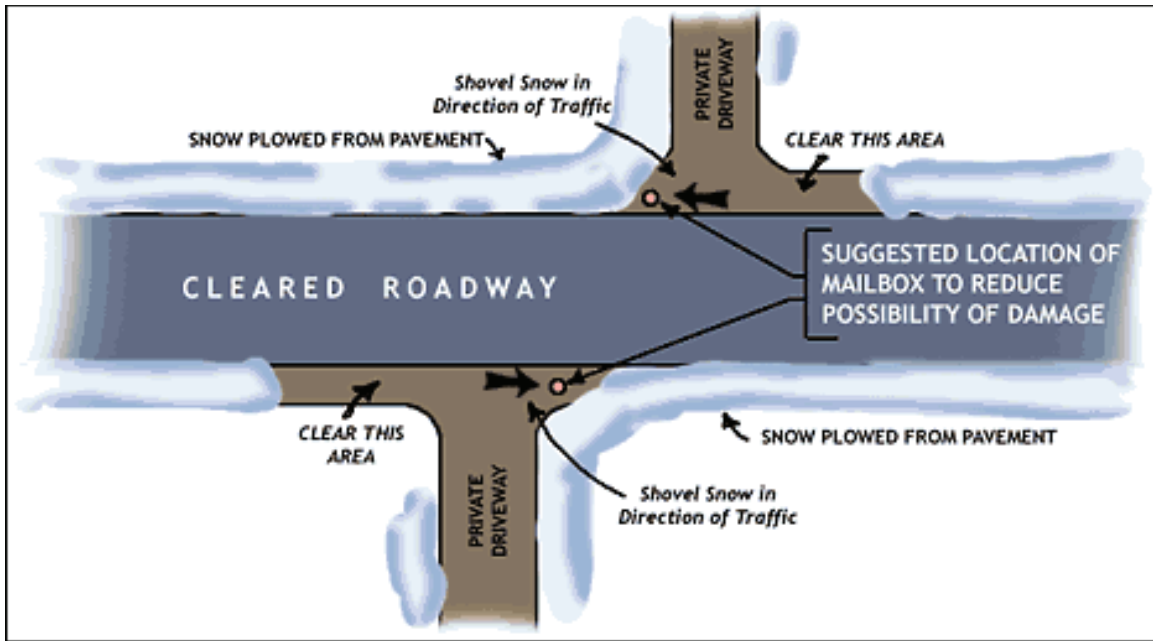
City vehicles and contracted snowplows will not clear private driveways or other private property. Snow placed in a driveway or on sidewalks where the driveway or sidewalk meets the City right of way is the responsibility of the property owner to remove. Residents or private contractors are prohibited from blowing or pushing snow into or across the roadway or leaving windrows of snow in the road as a result of cleaning their sidewalk or driveway. This also includes clearing off vehicles of snow in the roadway.

Residents must be made aware that until all roads are pushed back to the curb after a storm, driveways will experience several windrows across their driveways. The removal of this windrow is the responsibility of the resident. Placing vehicles or other obstacles across the front of driveways to restrict or preventing the City from accomplishing the road widening is dangerous to the plow operator and is illegal and subject to police action.

Every time the City is forced to come back to a street to push back illegally dumped snow it costs the City money. Over the course of a typical winter season, this cost can be substantial.

SNOW WINDROWS IN FRONT OF DRIVEWAYS

Snow plowed in front of driveways and walks is a routine downside of the snow removal operation; it is not done on purpose. Below you will find a sketch showing how your driveway can be cleared to minimize the amount of snow plowed back into your driveway when the plow returns to widen the street. We suggest that you clear snow from your driveway in the manner shown in the sketch below. If you will shovel snow in the direction of traffic, and make a pocket next to your driveway as shown, snow accumulation on the plow will drop into that pocket and minimize the amount of snow deposited into your driveway opening. I hope this information is helpful for you.



WINTER SAND & SALT

Winter salt/sand mix is available to residents only at the City Yard at 72 Tremont Street *during normal working hours only*. Please do not enter the DPW yard to pick up sand or salt during snow emergencies due to the heavy equipment in use and the frequency of snow plows coming and going. Being in this area during a snow operation is a dangerous situation for private vehicles and residents. Sand barrels are also placed throughout the City especially on steep hilled streets. If you need sand or salt you can call the City Yard at 781-665-0142 for assistance.

COMPLAINTS

Plowing snow during a snow emergency is a formidable task. It involves coordinating nearly 60 pieces of public and privately owned equipment, equipment operators, route supervisors, snow chasers and other support personnel. The hours can be extremely long, with operations conducted during the most severe weather and driving conditions, generally at night with very limited visibility. We realize that during an operation of such size and complexity there are bound to be complaints or requests for additional service.

Calls for service should be avoided early in a storm since it may take several hours for plows to make their way to your street. If after several hours, you feel that we may have missed your street, please call the City Yard at **781-665-0142**.

The Public Works snow emergency dispatcher will log your complaint and relay this information to the Operations Director for a resolution.

Remember, driving in winter snowstorms should be avoided whenever possible. In every winter storm, there are times when road conditions are hazardous despite everyone's best effort. Our work to restore safe road conditions is completed quicker and more efficiently when roads are free of traffic and illegally parked vehicles.

Emergency Telephone Numbers:

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| • | <i>DPW Office City Hall (normal working hours)</i> | <i>781-979-4170</i> |
| • | <i>DPW City Yard (normal working hours & snow)</i> | <i>781-665-0142</i> |
| • | <i>Police/ Fire Emergencies</i> | <i>911</i> |
| • | <i>Non-Emergency Police</i> | <i>781-665-1212</i> |
| • | <i>Non-Emergency Fire</i> | <i>781-665-1313</i> |

DELAY OF SNOW REMOVAL SERVICES

Fighting snow and ice is a difficult task. It is extremely rough on the equipment and on the men. Delay of some services is inevitable. At least one or more of the following situations may delay all or some of the services provided to your neighborhood:

- Vehicles illegally parked and blocking the street in violation of the parking ban.
- Vehicles getting stuck in the street blocking access for the plows.
- Equipment breakdown. Public Works provides emergency repairs to its own equipment, and will provide support facilities only to private contractors. Public Works mechanics also provide emergency repairs to Fire Department Vehicles.
- Manpower shortage due to sickness, injury or failure to respond to call may leave some routes temporarily unmanned and result in delay of services.
- Manpower shortage due to the length of the storm requiring personnel to be pulled off the streets for rest. This will result in routes temporarily unmanned and in delay of services.
- Operator breaks for rest, meals, refueling, or for loading of sand and salt; breaks required to install chains and/or new cutting edges on snow plow blades.
- Smaller equipment rendered inadequate by the depth of snow or drifts. We use some pickup trucks, which if rendered ineffective will result in a compromising of services throughout the City.
- Downed trees and branches and downed utility wires can block access to streets and entire neighborhoods.
- Frozen water mains or house water services diverts snow fighting personnel to respond to the emergency.
- Loss of power results in numerous emergency calls for residential heat and boiler issues, interruption of home medical treatment services, and interruption of elderly and nursing home facilities--these calls divert personnel from snow crews

and often require moving snow fighting equipment off their assigned routes to assist emergency personnel.

- Daytime storm--traffic and pedestrians severely disrupt our ability to deliver required services.
- Vehicles parked overnight in municipal parking lots limits our ability to plow these lots and requires diverting other more specialized equipment off the streets and into the parking lots.
- Snow being placed on the street after we have plowed requires crews to return to these streets again, diverting attention from other needs.
- Weather so severe as to cause crews to be called in for their own protection.
- Unforeseen conditions and emergencies.

Some of these delays are unavoidable and caused by forces beyond our control; others may require Public Works to alter its procedures to resolve, and some are caused by the carelessness of residents which only the residents can correct.

This difficult task cannot be performed effectively without your cooperation

HOW CAN RESIDENTS HELP

During the winter months, fire hydrants and catch basins must be kept free of snow and ice. *This ensures the safety of your neighborhood during an emergency.* It can take several days or even longer to remove snow near fire hydrants and from catch basins. Covered catch basins, whether from leaves or snow, can result in major flooding to your street and property. **PLEASE CLEAR THE SNOW FROM FIRE HYDRANTS AND CATCH BASINS NEAR YOUR HOUSE.**

Any vehicle parked in such a way as to impede fire or ambulance travel, or snowplow and sanding operations will be towed. If you are in doubt about whether it is safe to park on the street, use this rule of thumb--if it is snowing, we will be sanding; if there is more than 3" of accumulation, we will be plowing--please don't park on the street.

Don't put the snow back into the street!

BE AWARE: Snow plowed in front of driveways and walks is a routine downside of the snow removal operation; *it is not done on purpose.*

SIDEWALKS: The City plows a certain predetermined number of sidewalks as soon as possible; however, it can take up to 2 days or longer to complete this work.

REMOVAL OF PLOWED SNOW: Because the removal and hauling of snow is very expensive, the City does not have a policy of hauling snow after each storm. However, sometimes it is necessary to remove snow from certain streets in the downtown and business districts, school properties, and municipal parking lots. Each snow removal and clean-up operation will generally cost the City over \$50,000.