



A Resident's Guide to Snow Removal Operations & Procedures

Purpose

The intent of this document is to explain the Town of Northborough Public Works Department's winter snow removal objective and to request the assistance of the residents and property owners in these procedures. The primary goal of the Public Works Department is to ensure that all the maintained roadways are promptly cleared and treated as quickly and safely as possible following a storm event. The cooperation of all residents/property owners is essential for the Public Works Department to achieve this objective. This document is simply a reminder that your assistance and patience is greatly appreciated as the Public Works Department provides the winter maintenance required to clear and treat the roadways in an effort to make the streets safe for vehicular traffic.

Bylaws

Plowing, shoveling or blowing snow into the traveled way violates Chapter 4-08: *SNOW ON PUBLIC WAYS* of the local Bylaws:

4-08-020: Violations and penalties

Any property owner displacing snow from privately owned property onto a public way, or responsible for displacing snow from privately owned property onto a public way, shall be subject to a fine of fifty dollars (\$50).

The Public Works Department would like to remind residents to remove snow from sidewalks in accordance with the local Bylaws:

2-44-100: Snow and ice removal from sidewalks

The owner or person having care of any property abutting on any sidewalk shall, within six (6) hours after any accumulation of snow cause the same to be removed therefrom and shall, if such sidewalk becomes icy or otherwise slippery, cause the same to be covered with sand or other suitable substance.

Safety

The Public Works Department personnel have many years of experience dealing with all types of winter weather conditions. If you are traveling the roadways during a winter storm event remember to be conscious of increased stopping distances, limited sight visibility, road debris, and other travelers (pedestrians as well as motor vehicles) including the plow operators.

Remember the Public Works Department personnel are making the roadways safe for you and all others traveling within the Town of Northborough. Please keep a minimum distance of 400-feet from the plows and sanders to avoid damage to windshields and to prevent possible accidents. The plowing operations require the drivers to make frequent stops and turns. These maneuvers may require the vehicles to back-up along the traveled way. Patience, courtesy and forethought are critical in making winter driving safe for all.

Operations

Once plowing begins it continues until well after the event is over. Once all the streets are cleared and treated, all public buildings and sidewalks (within a prescribed distance) are completed.

Snow removal in the Town of Northborough is a definite challenge that the Public Works Department is prepared to tackle every winter. Patience and understanding by all residents and the general public goes a long way in making snow removal in Northborough a successful undertaking.

De-Icing Materials

In lieu of a sand-salt mix the Public Works Department uses straight salt mixed with Calcium Chloride. The Calcium Chloride coats the salt and lowers its operating temperature. This allows the salt to continue to work as an effective de-icer as the temperatures drop far below freezing. Many of our vehicles are now installed with computer based ground-speed controllers. These ground-speed controllers optimize the application rate as it relates to the speed of the vehicle.

Driveways

Plows are angled to the right for plowing from the centerline of the street to the curb. Because of this, snow may end up at the end of your driveway. The plows may make several passes to clear the street and therefore deposit snow at the end of the driveway multiple times. Residents may wish to clear driveways several times during the storm or wait until plowing activities have concluded. In order to reduce the large volumes of snow from being deposited back into the driveway during plowing operations, place or shovel the snow to the right hand side of the drive as you face the roadway.

It is the responsibility of the residents, not the Public Works Department, to remove snow from their driveways.

Mailboxes

The primary cause of mailbox damage is simply from the force of the heavy snow that is discharged from the plow blade during snow removal operations. Remember, any installation within the town's right-of-way (including a mailbox) is placed there at the owner's risk.

Mailboxes should be secured and set back from the roadside to prevent damage that can occur from the snow leaving the plow-blade. The majority of phone calls received by the Public Works Department regarding damaged mailboxes could be avoided if this were done.

Landscaping

Residents can help protect their landscaping by placing markers at the edge of lawns and berms to aid the operators during the plowing procedures.

How can you help?

Here are a few suggestions to help not only yourself, but the Public Works Department as well:

1. Drive cautiously. Be aware of the road conditions and your surroundings.
2. Refrain from traveling during a storm event unless it is absolutely necessary.
3. Do not permit children to play in and around the edge of the road. Snow forts carved in the snow-banks are strongly discouraged.
4. Do not plow, shovel or blow snow into the roadway.
5. Prior to final clean-up of your driveway, check the road condition. If it does not appear to be completely clear or needs to be widened, chances are the plow may return and may push snow back into the entrance of your driveway. Waiting until the plows have finished making the roadways safe might keep you from clearing your driveway more than once.
6. Clean around any hydrants and catch basins. Digging-out a hydrant will help the Fire Services in case there is a need to locate and operate the hydrant. Exposing catch basin grates will help remove the runoff from the snow-melt and prevent ponding (and potential freezing) of water in the street.
7. Be Patient. All roads will be cleared as soon as possible.

Street Entry Permits

Due to interference with snow-plowing operations, work within the roadway (public right-of-way) is not permitted between December 1st and April 1st. Contact the Public Works Administrative Offices for further information at (508) 393-5030.

Questions?

Questions or comments regarding snow removal operations and policies/procedures can be directed to: The Public Works Administrative Offices, 63 Main Street, Northborough, MA 01532, (508) 393-5030