

**SNOW AND ICE CONTROL**  
**STANDARD OPERATING GUIDELINES**  
**FRANKLIN, NEW HAMPSHIRE**

Governing Laws: RSA 231:90, RSA 507-B:2-b, (City Code - Chapter 262 “Streets and Sidewalks; Chapter 284 “Vehicles and Traffic”)

Approval Date: April 3, 2006

**POLICY:** It is the goal and intent of the City of Franklin to provide timely, efficient and cost-effective winter maintenance, snow removal and ice control on the roadways of the municipality for the safety and benefit of the City’s residents and the general motoring public.

**PROCEDURE:** The objective stated above will be achieved by implementation and execution of the procedures and tasks outlined in the City of Franklin Winter Operations Snow Removal and Ice Control Standard Operating Guidelines. Due to the many variables that are inherent to New England weather, each storm and/or weather event may require slightly different effort and/or emphasis on any number of maintenance tasks, which together, determine the overall winter maintenance, snow removal or ice control strategy.

**LEVEL OF SERVICE:** It is not possible to maintain a black, snow and ice-free road or sidewalk during and after a winter storm. It is the intention of the City to provide practical, safe access to homes, businesses and municipal facilities during winter storms.

It is our policy to start to conduct snow removal operations upon accumulation of one inch of snowfall. The Municipal Services Director or designated City Staff may, at his or her discretion, based upon weather information reports, elect to not remove snow until greater or lesser accumulations, dependent on time of year and changing weather conditions before, during and after a storm.

During off hours, nights and weekends, the Department has a call person on duty to respond to snow and ice control measures. The call person is equipped with a pager and cell phone. As conditions warrant, the Franklin Police Department will notify the call person and Deputy Director of the need to assess road and/or other emergency conditions. If the Deputy Director is unavailable, the Director shall be notified. Police dispatch, when notifying the call person and others shall:

- (1) Call the MSD on-call cell phone number. If there is no response;
- (2) Call the call person's home phone number, and
- (3) If there is still no response, use the call person pager number.

The Police Department bears the responsibility to notify MSD Department Personnel should road conditions warrant mobilization of snow and ice control activities.

Pre-treatment and ice control may be addressed prior to the actual storm beginning, during the actual storm as seen effective, and following the storm. It should be noted that salt has a much slower effect on melting snow and ice at temperatures below 25 degrees, and may not be applied until it is warmer.

Sidewalk snow clearance will be conducted as possible during winter storms. Equipment and personnel availability and the needs to maintain safe roadways will take priority.

Costs of conducting operations are also taken into consideration. Due to ever increasing costs for fuel, sand, salt, plow blades, overtime and operating supplies, activities before, during and after an event may vary with weather conditions, time of year, availability of equipment and personnel and changing weather conditions.

**COMMAND:** Direction of all winter maintenance activities for the City of Franklin is vested with the Municipal Services Director, Deputy Director and Road Foreman.

**EXECUTION:** The policy outlined above is intended to serve as the normal operating guidelines for winter maintenance, snow removal and/or ice control for the City of Franklin. One or more of the following, which may delay or prevent the implementation of this policy, may affect all or any part of the Policy.

- Breakdown or lack of Equipment
- Snow accumulation in excess of 1" per hour
- Freezing rain or other icing conditions
- Traffic Congestion
- Emergencies
- Personnel illness
- Budgetary restraints

ADOPTION: The City of Franklin has adopted the Winter Operations Snow Removal and Ice Control Policy effective April 3, 2006. All residents are encouraged to familiarize themselves with the content as it describes the condition that one might expect to encounter before, during and following a winter storm event.

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Mayor

**WINTER OPERATIONS**  
**SNOW REMOVAL AND ICE CONTROL GUIDELINES**  
(Includes Highway, Sidewalks, Parking Areas and Public Facilities)

**EQUIPMENT:** The Municipal Services Department utilizes all the assets of the department as needed to address snow emergencies. A list of the current rolling stock assets is available from the Director upon request.

**EQUIPMENT FAILURE:** There are circumstances that arise when the City's equipment becomes disabled. City personnel will attempt to borrow machinery from a neighboring community but no inter-municipal agreement other than the Public Works Mutual Aid Program exists. A second option is to subcontract out work to hired contractors if conditions warrant.

**ROUTES:** Currently, the City is divided into twelve (12) plow and/or treatment routes. All of the routes encompass the City's major artery and collector roads which are assigned City equipment. There are five (5) smaller trucks with 4-way plows used to maintain emergency service facilities, municipal parking areas, and to assist in support of trucks assigned specific routes. Five (5) larger trucks and a road grader maintain the ultimate responsibility of keeping roadways clear.

The City uses a road grader, loaders, backhoes and a snow blower in the down town and other areas to load snow for removal to snow fields as it may restrict parking or line of sight distances at intersections. The City has one sidewalk snow blower and plow used for assigned sidewalks. Not all sidewalks are plowed due to condition, physical characteristics and obstructions caused by snow plowing of private property.

**MANPOWER:** The City of Franklin has twenty (20) full-time personnel assigned to its winter maintenance operations. In addition, a labor pool of approximately five (5) drivers called operators can be called into service. No contracted equipment is utilized except under extreme circumstances and/or a state of emergency.

**MATERIALS:** Municipal Services Department uses approximately 3,500 tons of rock salt and 5,000 cubic yards of sand each season. The sand is used as an abrasive and is applied to the road to improve the public's motor vehicles traction. Salt is applied by the Department as a de-icing and anti-icing agent. Sand is purchased each year and stockpiled beside the Fire Station and in the Department's salt/sand shed. A straight salt mixture is sometimes used on major arterial roadways, however, side streets with lesser traffic are treated less frequently. Rock salt is purchased from three different

suppliers as needed. A limited quantity of approximately 300 tons is stockpiled by the Municipal Services Department. Unless weather conditions require a different approach, winter maintenance routes are treated with a mixture of sand and salt. The mixture is maintained at a minimum of one part salt to two parts sand. The mixture is applied to the center of the roadway where traffic can work the mix traveling either way. The mixture, in conjunction with traffic action, creates a watery brine melting snow and/or ice, and resisting snow and ice packing on the roadway. The road crown further assists with the spreading of the mixture brine. The sand/salt mixture is only effective to approximately 20 degrees Fahrenheit. Liquid Calcium is also applied to a premix of rock salt and sand as conditions warrant at temperatures below 20 degrees Fahrenheit. Other de-icing agents are effective to lower temperatures, but cost and need for specialized equipment have forestalled their use to this time.

**COMMUNICATIONS:** The majority of the Municipal Services Department rolling stock is equipped with two way radios capable of transmitting and receiving communications. Each equipment operator is assigned a unique call number. A list of all call numbers is displayed in each piece of equipment or truck. Radios are also maintained at the Municipal Services Department office and garage, along with the operator's ability to communicate with the Franklin Dispatch and the City Police and Fire Departments.

**SCHOOLS:** The Municipal Services Department assumes the responsibility for the treatment of the City schools access roads and parking lots with sand / salt. They also subcontract with a private contractor to do snow plowing. On days when school is in session, winter maintenance efforts must be timed to coincide with bus routing and delivery. Sidewalks immediately around the school buildings are maintained by school custodians, as well as school access roads and parking lots. The School Department maintenance division also has a 1-ton truck with a sander and plow and a pick-up truck with a sander and plow, used in maintenance of school property with immediate proximity to a building.

The School Superintendent or designated official representative shall contact the Municipal Services Department to determine the condition of the municipality's roads in order to determine the safety of students using school buses. The school representative(s) shall make the decision to cancel or postpone school for that day.

**PARKING:** The City has enacted a winter parking ban effective from November 15<sup>th</sup> to April 30<sup>th</sup> of each year. This ban prohibits parking in or on the City's roads or rights of way (ROW) between the hours of 11:00 p.m. and 6:00 a.m. Also, no parking during a snowstorm is allowed on City streets, unless specific areas are designated by City Ordinance. The City has the right to tow or ticket violators. The purpose of this winter parking ban is to allow winter maintenance crews unobstructed snow removal and ice control routes, as much as possible, to maintain the maximum effectiveness of their efforts.

**PLOW ROUTE PRIORITIES:** With a total of eighty (80) miles of roads from which to remove snow and control ice and thirteen (13) pieces of equipment to handle this responsibility, the Department has to assign priorities for winter maintenance route activity in order to maximize the effectiveness of their efforts for the motoring public.

- A. School bus routes will be given the first priority during school days. Each plow route will ensure that the best possible snow clearance will be completed within one hour of the bus route time.
- B. Ambulance routes to Franklin Regional Hospital are of major priority during all events.
- C. The business district will be maintained as possible during business hours, with the main snow clearance effort to be done between 11:00 p.m. and 7:00 a.m. Public safety is a very great concern in this area due to many cars and pedestrians in the area.
- D. Public parking areas at the rear of the City Offices (including Police Department, Fire Department and Courthouse) and other parking lots will be maintained by plowing during, but mostly after, the winter storm. The application of slip resistant materials will be applied after the storm as determined to be needed.
- E. Transfer Station / Recycling Center: Transfer Station personnel may be required to assist with the City's general winter maintenance operations. If the facility is open during the snow or ice storm, personnel will plow this area prior to opening for public use. Public areas shall be kept as clear as possible to provide as safe access as reasonably possible. Sand and other slip resistant materials shall be used in public areas. It often will not be possible to maintain clear ground, but a reasonable effort will be made during storms.
- F. Fire Hydrants: The Franklin Fire Department is responsible for clearing of snow from around fire hydrants.
- G. Each specific plow route is depicted on a list maintained and updated annually at the Municipal Services Department office.

**ROADS AND SIDEWALKS NOT RECEIVING WINTER MAINTENANCE:** The City of Franklin does not maintain a number of roadways and sidewalks as part of its ongoing winter maintenance activities. The areas not maintained by the City include:

- A. City roads classified as Class VI roads
- B. Private roads / Private ways

- C. Sidewalks (Chance Pond Rd, Orchard St, Terrace Rd, Pleasant St, Sections of Elkins, Franklin and River Sts)
- D. State Highways outside the urban compact.
- E. School district facility sidewalks, access roads and parking areas, which are the responsibility of the School Department.

**SALT FREE AREAS:** The City of Franklin has established a list of roadways or portion of roadways as “salt free” areas to protect drinking water resources or other natural resources which is believed to have been damaged in the past due to roadway salt. A “salt free” area is one in which the municipality has determined it will not use salt as part of its ice control efforts for winter maintenance. The City may, but is not required to, post the area to warn traveling motorists that they are in a “salt free” area. Gravel roads might not be treated with salt at any time. (This is to prevent the frozen gravel from melting.) In the event of extreme icing, the City may, at its discretion, decide it is in the best interest of its residents to salt all roadways.

**DAMAGE TO PRIVATE PROPERTY:** It should be noted that the municipality isn’t held responsible for damage to private property that is located within the public right of way. (RSA 231:90). The right of way (ROW) is often 50’ wide, and is often confused by property owners as their own property. In most cases, the ROW often extends 10 to 20 feet of either side of the paved or gravel road. Homeowners often cultivate extensions of their lawns, place mailboxes, place basketball hoops, erect fences or stone walls in these areas, which improves the appearance of the street greatly, but is obstructive to good maintenance from being conducted on the roadway.

In the event of personal property damage, the City of Franklin will only be responsible to repair or replace damaged property having been in actual contact with the snow removal equipment that is on private property and not within the public right of way.

Consistent with Franklin City Code, Chapter 262 “Streets and Sidewalks”, Article IV: No person shall put or place or cause to be put or placed any snow or ice upon the surface of any sidewalk, street, highway or other public way within the City of Franklin nor shall any person permit runoff from ice and snow accumulations upon his or her property to drain into any public way in such a fashion as to create a hazardous condition. Pumping of water directly or indirectly into a public ROW is also prohibited.

## **POST STORM OPERATIONS:**

**Snow Banks:** As determined by the Department, the snow banks resulting from previous accumulations shall be pushed back or shelved using a plow and wing, road grader or other suitable equipment to allow for future snow storms and allow for safe passage of emergency equipment.

**Sidewalks:** Due to varying factors, not all sidewalks may be cleared during a snow storm, thus requiring removal of snow as time and personnel permit on days following the snow storm.

**Scraping and Re-treating of Road:** Due to icepack and thawing conditions following a winter weather event, the scraping and re-treating of road surfaces may be required.

**Snow Removal:** Snow Removal from affected areas is costly to the City. Most snow removal is accomplished using City equipment and available personnel. Various factors dictate how frequent, when and where snow removal will take place and by what priority.

Depth and size of snow banks, budget, frequency of back to back snow storms, availability and condition of road crews following a prolonged major winter storm may be some of the many factors taken into consideration in determining when removal will be accomplished.

The following is a list of areas which typically have snow picked up and removed to the City's snow dump:

- Downtown area: the downtown is Central Street from Sanborn Bridge to West Bow Street, Memorial Street to Canal Street; Franklin Street from Central Street to School Street.
- Central Street from West Bow Street to Main Street
- North Main Street to Chance Pond Road
- Chance Pond Road to Railroad Bridge
- South Main Street to Depot Street
- Central Street from East Bow Street to Kendall Street or Tilton Town Line
- West Bow Street up Cheney Hill



Areas which typically have snow picked up and removed to the City's snow dump (continued):

- Areas around the Franklin Regional Hospital
- Areas where sidewalks become impassable due to snow banks
- Areas of poor visibility
- Sidewalks immediately adjacent to roadways which are not typically plowed
- School Street
- Franklin Street (Central Street to School Street)
- Prospect Street (Central Street to Evergreen Avenue)
- Spring Street
- Memorial Street

**SIDEWALKS:** Sidewalk snow clearance will not begin under any circumstance until:

1. All other snow removal operations are manned and in progress.
2. Other basic City services provided by the Municipal Services Department required even during a snow storm are complete (i.e. garbage pickup, water / sewer emergencies, etc.)
3. If there are insufficient personnel available to conduct sidewalk snow removal operation, as well as street and road clearance, the streets and roads shall take priority.

In general, it can take up to thirty-six hours to plow City sidewalks. Not all sidewalks in the City are plowed. Sidewalks, which over the course of the winter, become blocked with snow piles or may otherwise become impassable to the sidewalk tractor, may be discontinued from plowing.

Many sidewalks, or sections thereof, may not be plowed simply due to their physical layout with respect to roads, trees, man-made obstructions, etc.

Sidewalks with the most pedestrian traffic are done by priority. Typically following a storm, this priority is as follows:

- Downtown
- Sidewalks leading to Hospitals
- Sidewalks at Municipal facilities
- Sidewalks to schools

All others that have sufficient area to place snow off sidewalks, without impeding traffic flow or affecting private property

Treating of sidewalks with sand / salt is typically performed only to high pedestrian traffic areas and not city wide. This is due to the time and material it would require to do so on a regular basis.

Sidewalks which may be excluded from plowing:

- A. Sidewalks of insufficient width
- B. Sidewalks adjacent to narrow roads which, if plowed, will impede vehicular traffic or adversely affect private property. Such sidewalks include Terrace Road, Pleasant Street, Orchard Street, Spring Street, Franklin Street, Elkins Street, River Street)
- C. Sidewalks which, due to their condition or physical location, prevent the sidewalk tractor from safe passage.
- D. Sidewalks which become physically impassable due to depth of snow or snow banks.