

7. Sample Snow Removal Brochures

Brochures are an effective means to convey a community's snow removal policies to property owners, businesses and residents. The exemplary model brochures included in this Toolkit are from the Towns of Belmont, Brookline and Wakefield and the Cities of Cambridge and Salem.



HINTS FOR COPING WITH STORMS

- Whenever possible, it is best to pile snow to the right of the driveway (as you face the street) to reduce the potential of having it redeposited at the driveway opening when the plow passes.
- When clearing driveways, snow should be kept on the owner's property, the tree lawn or in the gutter. Snow should not be deposited onto the street or sidewalk, or across the street onto a neighbor's sidewalk.
- To avoid having to do the job twice, shovel the driveway after the storm has passed and the street has been cleared.
- Rarely is the collection of trash and recyclables interrupted due to a winter storm. However, bundles of newspapers and recycling bins can become buried in the snow. Please consider keeping the recyclables for collection on your next recycle day if a storm is predicted.
- Prevent street flooding by clearing catch basins near your home to allow rain or melting snow to enter the drainage system.
- Older residents and / or persons with health problems should consult a physician before shoveling snow.
- In the interest of you and your neighbor's safety, shovel and clear fire hydrants of snow in your neighborhood.



VOLUNTEER ASSISTANCE

A limited number of volunteer snow shovelers may be available to assist senior citizens or handicapped Persons with financial hardship

Contact the Council on Aging at (617) 993-2970 to Volunteer or for assistance



NO OVERNIGHT PARKING

On-street parking for over one(1) hour in Belmont between the hours of 1:00 A.M. And 7:00 A.M. is prohibited.

SNOW EMERGENCY PARKING BAN

Under article 21 of the Town Bylaws, the Board of Selectmen may declare a Snow Emergency Parking Ban for **additional hours** when no parking is allowed on any street. The bylaw was passed to allow the Highway Division to do a better job clearing the roadways. Parked cars force us to leave snow in the road and make the plow operator's job very difficult. If declared, the parking ban will be announced on Channels 4, 5, 7, 38 (UPN), 56 (WB) and affiliated radio stations as well as radio stations 102.5 WCRB and 90.9 WBUR. If time permits, it will also be announced on Cable Channel 8 and the Town of Belmont's Public Bulletin Board located on-line at www.belmont-ma.gov Vehicles that are in violation of the parking ban will be towed.

SNOW REMOVAL

At times, it may be necessary to remove snow from business districts and municipal parking lots. When snow removal is scheduled or in progress, temporary "Snow Removal—No Parking" signs will be posted.

THANK YOU FOR YOUR COOPERATION. BY WORKING TOGETHER, WE WILL MINIMIZE THE INCONVENIENCE AND MAXIMIZE THE SAFETY IN COPING WITH WINTER WEATHER.

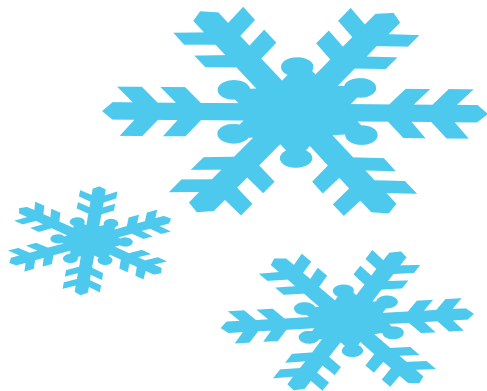
Town of Belmont

Department of
Public Works



**SNOW EMERGENCY HOTLINE
617-993-2698**

Winter Storm
Information



SNOW AND ICE CONTROL POLICY

The Town of Belmont's snow and ice control policy is to make the roads passable and reasonably safe considering the weather conditions. During a storm, our objective is to keep the roads accessible for police, fire and ambulance services. After the storm, we strive to make the roads safe for the general public. We are committed to providing an effective, efficient service.

ICE CONTROL OPERATIONS

The Belmont Public Works Highway Division is responsible for treating and plowing more than 86 miles of streets, four municipal parking lots, the parking areas surrounding six schools and most municipal buildings. The streets in Belmont have been divided into prioritized routes. Primary and secondary streets and hills receive priority attention due to traffic volume and/or potential safety hazards. During light snow and ice conditions, the streets are treated in sequence according to traffic volume or hazardous conditions and made safe as quickly as possible.

PLOWING OPERATIONS

Belmont's streets are divided into 35 plow routes. During significant snow storms, the streets on each route are plowed in sequence and made passable as quickly as possible.

While it is snowing, the snowplow operators are instructed to "open up" each route. This means that they will keep at least one lane plowed so necessary police, fire and ambulance services can reach each resident at all times. When the storm abates, the plow operators "widen out" all streets by pushing the accumulated snow back to the curb line and clearing the intersections. It is important that the operators push the snow back to the curb line because if we experience an especially snowy winter, the snow will begin to limit the width of the roadway. If it is not pushed back, it may become dangerously narrow.

To avoid shoveling the end of your driveway several times, residents should wait to clear their driveways until the plowing operation is finished (generally within two hours after the snow has stopped falling). Some residents prefer to clear snow periodically to avoid having to move a lot of snow at one time.



GENERAL SIDEWALK CLEARING

Generally, whenever there is a significant snow storm, the Town of Belmont will plow sidewalks as soon as possible on selected major roadways with heavy vehicular and pedestrian traffic focusing on school pedestrian routes.

RESIDENTIAL SIDEWALKS



While Belmont's By-laws do not currently require sidewalks to be cleared in residential neighborhoods, residents are strongly encouraged to shovel the walks adjacent to their property to ensure safe pedestrian passage.

THE BEST WAY TO ENCOURAGE NEIGHBORS TO CLEAR THEIR SIDEWALK IS TO SET AN EXAMPLE BY CLEARING YOUR OWN.

COMMERCIAL SIDEWALKS

Article 20 of the Town's Bylaw applies to owners and/or tenants of commercial property and states that **the owner and/or tenant is responsible for the removal and treatment of ice and snow on the abutting sidewalks within twelve (12) hours** after the same shall cease to fall or be formed on such sidewalks.

WHERE CAN I PUT THE SNOW?

RESIDENTS AND BUSINESSES ARE REMINDED NOT TO SHOVEL, BLOW OR THROW SNOW ONTO THE STREETS OR PILE IT BLOCKING THE SIDEWALK.

Snow in these locations creates a hazard. Also, we would appreciate reminding your contractor not to shovel, blow or plow snow onto the streets or sidewalks. Article 20.1 of the Town Bylaw states in part, "no person, other than an authorized Town agent, shall place or throw or cause to be placed or thrown onto any public sidewalk, street or highway or upon any of the common lands of the Town any snow, dirt, gravel...or suffer the same to remain thereon after being notified by a police officer to remove same."

FOR MORE INFORMATION, PLEASE CALL THE BELMONT PUBLIC WORKS HIGHWAY DIVISION AT (617) 993-2690.

Public Announcements

Public announcements including "Snow Emergency", "No School" and "Delayed Opening" are reported to the following radio and television stations before 6:15AM of the day in question. Normally, the decision will not be made until the early morning hours of that day. Please refrain from calling your Police or Fire Departments for such information as your call may needlessly tie up public safety personnel.

- WBZ 1030AM
- TV Channels 4, 5 and 7

Cable television customers may visit the following channels for additional information and periodic updates and/or bulletins:

- Comcast-channel 24
- RCN-channel 13

Winter Parking

There is no on-street meter parking during declared Snow Emergencies. Vehicles parked on any Brookline street during this time are subject to towing in order to allow for the safe and efficient removal of snow and to allow for the access of emergency vehicles.



As always, there is no overnight parking on the streets of Brookline.

Seasonal Information Line: 617.730.2610, 24 hours a day or visit us on the Web, www.brooklinema.gov

Brookline Winter Regulations Recycling Toter placement

Town of Brookline
Department of Public Works
870 Hammond Street
Chestnut Hill, MA 02467



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ECRWSS

POSTAL CUSTOMER
BROOKLINE, MA

A WINTER GUIDE

for

**Brookline Property Owners,
Businesses and Residents**



**Brookline Department
of Public Works**

It's the LAW!

In 1987, Brookline Town Meeting voted a Bylaw to require property owners to "maintain sidewalks contiguous to their property in a non-slippery condition suitable for pedestrian travel by clearing all snow and ice from a pathway at least thirty-six (36) inches in width". The Town of Brookline will continue to enforce this bylaw to ensure the safe passage of pedestrians within the Town.

Single family and residential buildings occupied by less than five families must comply with this bylaw within 30 hours of a storm's end. Multi-family property owners and businesses must comply within 3 hours. If you fail to comply with the Town's sidewalk bylaw, you could be issued fines ranging from \$25.00-\$100.00 per day.

Have you Shoveled?

If you own a property or business please remember to do the following:

- Maintain all sidewalks abutting your property or business in a non-slippery condition free of ice and snow.
- If you are out of town, or are unable to clear ice and snow due to physical limitations, please be sure to have someone else prepared to maintain the sidewalk for you.
- Clear openings at intersections and crosswalks so pedestrians can cross safely.
- Always have a supply of ice-melt (CaCl_2 or KCL) on hand and apply frequently after a storm and during the winter season to prevent snow from packing down and forming ice.
- Whenever possible please help to assist your Public Safety Departments by clearing catch basins and snow covered fire hydrants adjacent to your property. Remember, every second counts during an emergency.

Recycling During Snow Season

To keep your trash and recycling service running smoothly during snow season, follow our easy "Do's" and "Don'ts" below:

- DO shovel a path for your recycling cart and trash barrel
- DO keep these containers off patches of ice for safety
- DO make sure recycling carts and trash barrels are clear of snow
- DO put your cart and trash barrel as close to the street as possible – not behind snow banks. Carts will not be picked up behind snow banks!
- DO leave a 4' space on either side of your barrel and recycling cart allowing easy access by our trucks automated arms.
- Do Not put loose recycling around cart. All recycling must be placed in cart for pickup.
- Do Not place your cart behind a snow bank for pickup. It will not be picked up!

Please Do This



Please Do This



Please Do This



NOT THIS

Department of Public Works

The Department of Public Works clears snow and ice from approximately 250 lane miles of roadway and 40 miles of sidewalk. In addition, the Department is responsible for the clearing of snow from ten public schools, twenty municipal parking lots and all of the public parks and paths. Snow plowing operations remain underway until all roadways are cleared adequately for the safety of the traveling public. Immediately after a storm, snow banks are pushed back to the curb line in order to provide for adequate storage space for future storms. Please consider this timetable when you open your driveways or clear your front walkways and sidewalks so that you may not be disappointed when a snowplow passes by after the snow has stopped falling.

Shovel Our Snow Program

Shovel Our Snow, sponsored by Brookline Recreation, provides Brookline residents the opportunity to hire students who are available to assist with snow removal during the winter storms. As this is a referral program, it is the responsibility of the home owner and/or student (or their parent) to negotiate the details for their commitment with regards to time, amount of space to be cleared and compensation for the work. Please note, students are available after school and weekends, not during school hours. To register and for more information, please visit www.brooklinerec.com or call us at 617.730.2069

Inquiries

For more information regarding snow emergencies, towed vehicles, or to report an unplowed or icy street or to report an unshoveled or icy sidewalk, please call our Seasonal Information Line: 617.730.2610, 24 hours a day or visit us on the Web, www.brooklinema.gov

BULK RATE
U.S. POSTAGE
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WAKEFIELD MA



Snowplowing & Snow Removal Procedures

*This brochure contains
important information to help you
throughout the winter.*



**Wakefield Department of Public Works
781-246-6301**

Town of Wakefield
Department of Public Works
Town Hall
1 Lafayette Street
Wakefield, MA 01880

A Message from the Director

Winter storms can be trying for motorists, pedestrians, residents and snowplow operators. Our goal at the Department of Public Works is to keep the streets open, traffic moving, and return streets and sidewalks to a safe condition for winter travel, as quickly as possible. This brochure has been created to increase awareness about the Town's Snowplowing and Snow Removal program and to encourage everyone's cooperation in helping us achieve our goal. If we all work together, we can keep the streets and sidewalks open and safe for motorists and pedestrians.

The Town's snow and ice plan has been carefully and professionally prepared to meet the needs of the community. Please read this brochure to become familiar with the rules and regulations concerning parking, snow removal and town bylaws. I hope that you find this brochure helpful.

Richard Stinson
Director, Wakefield Department of Public Works

An Overview

Town of Wakefield Snowplowing, Snow Removal and Sand/Salt Procedures

This informational brochure provides a general overview of the DPW's snow and ice program, including important bylaws, frequently asked questions, winter tips, and the winter parking ban. More importantly, the brochure is intended to make you aware of our combined roles in providing safe streets and sidewalks during snow and ice emergencies.

The Wakefield DPW maintains the Town's 105 miles of roads during the winter months, sanding and salting during ice and wet snow storms, and plowing the snow off roadways during more significant storms, for 560 total streets and approximately 240 lane miles. The DPW also oversees the removal of snow in the downtown area and public buildings as required.

The Town of Wakefield's snow and ice plan follows clearly identified routes when removing snow and ice from streets, sidewalks and Town parking areas.

Although the majority of snowplowing and snow removal work is performed by the DPW, the Department also utilizes the services of local contractors to complement the Town's fleet.

The past five-year average snowfall received by the Town is approximately 59.5" of snow, up from the previous average of 48" of snow. In 2005, the Town received 108" of snow.

Snowplowing, Sanding and Salting

DPW crews will be on the roadways as soon as possible. Response time will depend on the moisture of the snow, timing and duration of the storm, and whether the storm has freezing rain and blowing snow.

Snow has different weight and compacting properties. A fluffy, dry snow requires less salt, sand and plowing than a heavy wet snow. Wet snow may result in very slippery conditions especially when the newly fallen snow freezes on the pavement.

The timing of a storm can also determine when crews will begin their cleanup. During high commuting times, crews will make every effort to keep the major roadways clear of snow and ice. Secondary and side streets will be cleared as soon as possible. Top priority will be given to the heavily traveled roads to ensure everyone's safety. Snow that falls on these roads often becomes packed by cars, making it more difficult to scrape off. During evening and early morning storms, DPW crews will have ample time to prepare the roads for the commuting hours.

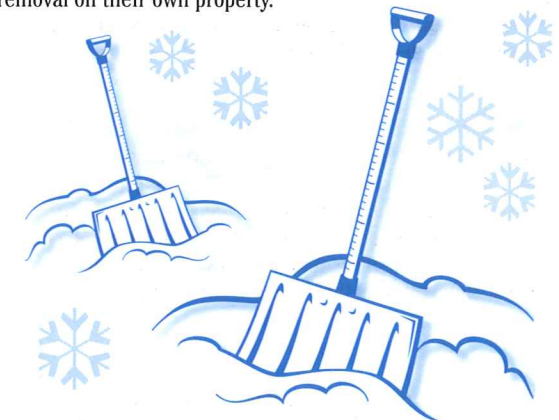
Snow that falls in late February and March will melt much faster than snow that falls during December and January, because of the high sun, thereby decreasing plowing, salting and sanding time.

The duration of the storm also plays an important role in snowplowing and sanding operations. Storms of extended duration tax all available resources (salt, sand, equipment and employees) to keep the roads open over an extended period of time.

Four inches of snow that falls over a 24-hour period will require more salt, sand and manpower hours than six inches of snow that falls over an eight-hour period.

DPW crews will be immediately dispatched with sand and salt when freezing rain falls. Motorists and pedestrians are advised to stay off the roadways until the pavement can be treated.

DPW crews are not responsible for sanding and salting sidewalks. Residents are responsible for snowplowing and snow removal on their own property.



**Please help us by shoveling the sidewalk
in front of your property.**

Snowplowing for the Town Hall, Public Safety Building, Senior Center, Schools, Public Works Buildings and Public Parking Lots

The DPW or a local contractor will plow and remove the snow from all public buildings as soon as possible. The remaining Town Departments not listed above are responsible for removing snow from their own property.

Snowplowing and snow removal is performed at 36 locations.

Sidewalk Plowing

Sidewalk plowing will not begin until after the snow has stopped falling and plowing has ceased. If there are back-to-back storms, sidewalks along central routes or heavily traveled by school children may not be cleared immediately after the storm. Please help us by shoveling the sidewalk in front of your property.

The DPW will plow sidewalks along central routes that are heavily traveled by children on their way to and from school.

Fire Hydrants and Catch Basins

During the winter months, fire hydrants and catch basins must be kept free and clear of snow and ice. This ensures the safety of your neighborhood in the event of an emergency.

Keeping catch basins clear of snow and ice will reduce the possibility of street flooding during heavy rains or snow melting periods.

Because the DPW's Water Division assists with all snow and ice operations, they are unable to remove snow from hydrants until days after the storm has ended. If there are back-to-back storms, the Water Division may not be able to remove the snow for two to three weeks after the storms.

Your assistance is important in making sure that snow is cleared from hydrants and catch basins. Please shovel the hydrant and catch basin nearest your house after each storm to ensure the protection of your property.

Snow Removal for the Downtown Area

If snow becomes a hazard within the Downtown area, the DPW will implement its snow removal plan. The removal will begin after the storm and may require additional days to ensure that all areas are safe for pedestrians. Removal will generally take place during non-business hours to ensure safety; however, on occasion, snow removal may be done during business hours.

Driveways

While we try to minimize the amount of snow that gets plowed into driveways, it is unavoidable. Clearing driveway openings is the responsibility of the property owner.

Plow operators cannot lift the plow blades as they pass a driveway. Snow will be plowed into driveways as we perform curb-to-curb plowing.

You may wish to clear your driveway several times during the storm or wait until the storm and plowing activities have ended.

Shoveling, plowing or blowing snow back into the street when clearing driveways and sidewalks is prohibited by Town ordinance. Violators will be fined.

Winter Parking Ban

The Town of Wakefield enforces an overnight parking ban that is in effect from December 1st to April 1st each year, regardless of weather conditions. All night parking is defined in the Traffic Rules and Orders as parking "on any street for a period longer than one 1 hour between the hours of 1:00 a.m. and 7:00 a.m. of any day." If it snows after April 1st, the parking ban goes back into effect.

Failure to comply with the regulation will result in the owner receiving a ticket from the Wakefield Police Department and/or the removal of the vehicle from the roadway during a snow emergency. If a vehicle is impaired and cannot be removed until morning, the owner is required to alert the Wakefield Police Department for assistance. The owner is responsible for all ticketing and towing costs.

Illegally Parked Vehicles

Illegally parked vehicles are the biggest obstacle to effective snow removal efforts. Vehicles that are illegally parked or otherwise hinder snow removal will be ticketed and towed at the owner's expense. Please support our efforts by parking your vehicle in conformance with the winter parking ban.

Town Bylaws

Chapter VI, Sections 12 and 14 of the 1992 Bylaws

§ 175-8. The owner or tenant of any business establishment or the owner or tenant of land abutting on the following named streets and way, to wit: Main Street, west side from Water Street to Avon Street and east side from Richardson Street to Crescent Street; Albion Street, north and south sides from Main Street to North Avenue; North Avenue, east side from Albion Street to Chestnut Street; Princess Street, south side from Main Street to Crescent Street; Lincoln Street, north side from Main Street to Crescent Street; and Water Street, south side from Main Street to Boston and Maine Railroad, shall remove all snow and ice from the portion of the sidewalk adjoining such land and/or business establishment within twelve 12 hours after said snow or ice fell or was formed thereon, provided that such ice may be made even and covered with sand and other proper material to prevent slipping in lieu of being removed. Such snow and ice may be removed from the sidewalk to the street, if left level. Each violation of the provisions of this section shall be punished by a fine of not more than three hundred dollars \$300.

§ 175-9. Deposit on public ways. No person shall move or remove snow or ice from private lands upon any public street, sidewalk or common land of the town in such a manner as to obstruct or impede the free passage of vehicular or pedestrian traffic upon the street, sidewalk or common land of the Town.

Questions and Complaints Received Most Often by the DPW

Can I push snow from my property onto the sidewalk or street?

NO. A Town Bylaw restricts this action. Additionally, such action may bring liability if an accident should occur. This also increases the Town's cost for snow removal.

Do some streets receive priority during a snowstorm?

YES. Major roadways and hills are a top priority.

Does the Town really need a parking ban?

YES. Snowplowing and snow removal are difficult; parked cars on roadways not only increase the number of hazards, but also the time it takes to remove the snow.

Do sidewalks receive the same priority as streets?

NO. The roads are always plowed first. Only certain sidewalks are plowed when the storm has ended.

Why is snow pushed into my driveway?

The situation is unavoidable. The plows remove the snow from curb-to-curb for maximum clearance of the roadway, providing for maximum drainage and public safety. We cannot lift plow blades as they pass driveways.

Will trash and recyclables be collected during a snow-storm?

YES. Trash should be placed so that it does not hinder the street plows or sidewalk plows. In the event that trash collection is cancelled, trash will be picked up on the following day, weather permitting.

Who determines the opening, closing or delayed opening of school during snow and ice storms?

The School Department.

Winter Tips

- Use public transportation.
- Respect parking restrictions. Please remember that snow-plows have to navigate many narrow streets. Residents are requested to avoid parking on the street to allow the snowplow to clear the street from curb-to-curb. Cars that remain on the street may be plowed in, damaged by a skidding vehicle, ticketed and/or towed.
- Pay close attention to weather forecasts.
- Remember that freezing rain and wet snow create the most slippery road conditions.
- When the forecast calls for snow, sleet or freezing rain, Wakefield residents are urged to take pre-cautionary measures and stay off the roadways if possible.
- Avoid unnecessary travel.
- Keep your car's gas tank full. This keeps the fuel line from freezing.

Additional Winter Tips to Keep You Safe at Home and on the Road

- Clean out gutters and downspouts. Cleaning debris and fallen leaves reduces the chances of an ice dam forming on your home.
- Insulate the pipes in your home's crawl spaces and attic to avoid the possibility of pipes bursting during cold weather.
- Understand the hazards of wind chill, which combines the cooling effect of wind and cold temperature on exposed skin.
- Eat regularly. Food provides the body with energy for producing its own heat. Keep the body replenished with fluids to prevent dehydration.
- Stay indoors and dress warmly during the storm. Layers of loose-fitting, lightweight clothing will keep you warmer than one bulky sweater.

Winter Sand

Winter sand is available to residents at the Wakefield DPW facility on North Avenue.

Last Word

It is our hope that all residents and members of the business community will cooperate during the snow and ice season. With your help, our streets will be safer and the cost of snow and ice removal will be minimized. Please help us reduce our costs and be safe!

Further information on snowplowing, snow removal, parking regulations and suggestions can be directed to the DPW at **781-246-6301**. Listen to local radio stations for storm watch information concerning school or business closings.

We'll do our part to keep streets passable...

The DPW will clear the streets as soon as possible. Our goals are to chemically treat all major arteries within three hours of when snow begins, to keep main arteries plowed during all stages of a storm, and to clear all streets and the sidewalks bordering city property once a storm has ended. DPW staff and contractors clear over 18 miles of sidewalks, including those around schools, public buildings, parks and high volume bus stops.

... please do yours.

When Parking

■ Pay attention to "No Parking" signs during snow emergencies.

- Four parking garages around the city provide free off-street parking during declared snow emergencies: at the CambridgeSide Galleria mall in East Cambridge, the First Street garage on Spring Street, the Green Street garage in Central Square, and Harvard University's 52 Oxford Street garage.
- Please park at least 20 feet from the street corner so plows can push snow away from crosswalks.

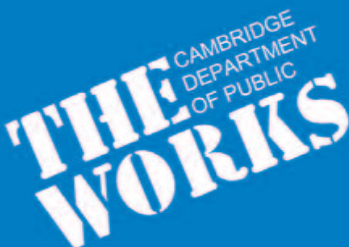
When Shoveling

- When digging out your car, think about how you pile snow: don't create new problems in the street or on the sidewalk.
- Please don't take it personally if the DPW plows push snow back into your driveway or onto your parked car. This is really unavoidable as we work to keep streets passable during all stages of a storm.
- It is illegal to "reserve" cleared parking spaces; objects left in on-street parking spaces will be removed.
- Think safety: dig out fire hydrants and street drains.

We're all in this together, and together we'll get the job done.



Visit our website for more information, and for a link to report uncleared sidewalk locations:
cambridgema.gov/snow

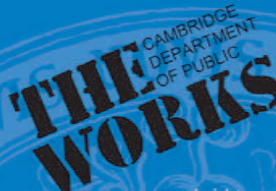


147 Hampshire Street
Cambridge, MA 02139
617.349.4800 Voice
617.349.4805 TTY
www.cambridgema.gov/TheWorks
TheWorks@cambridgema.gov

This publication has been produced in collaboration with the Cambridge Pedestrian Committee, the Commission for Persons with Disabilities, and the Snow/Ice Sidewalk Clearance Task Force.



Printed on recycled paper.



www.cambridgema.gov/TheWorks



Snow and Ice Clearance

■ *Ice and snow free sidewalks are everyone's responsibility.*



It's the neighborly thing to do...

Snow and ice make walking difficult for all pedestrians, but for the elderly and people with disabilities, wintertime travel can be more than just difficult: it can be dangerous or next to impossible. We all have a shared responsibility for keeping our community safe and accessible during the winter months.

... and it's the law.

The Cambridge Municipal Code requires all property owners to:

- *Remove snow from all sidewalks next to their property or business within 12 hours after the snow stops falling during a daytime storm, and before 1 p.m. when the snow has fallen during the night.*
 - Shovel your sidewalk on all sides of your property, down to the bare pavement.
 - Make path at least 3 feet wide.
 - Clear ramps at corners and crosswalks.
 - Keep street drains clear of snow.

- Do not assume that a small amount of snow will melt away. Sometimes it does, but in other instances it may turn into ice, making later removal much more difficult.

■ *Remove all ice within 6 hours of the time it forms.*

- Stock up on ice melter and/or an ice chopper before a storm.
- An ice melter with calcium chloride (CaCl₂) is the best choice for the environment, and only a small amount is required. Potassium chloride (KCl) is OK too. Avoid rock salt (NaCl or sodium chloride), which kills plants and trees.
- Do not use sand. It makes hard ice slipperier, gets into street drains and is expensive to clean up in the spring.
- Remember that for pedestrians, ice can be worse than snow. Even a small amount of ice can lead to dangerous falls. You are as responsible for clearing ice in front of your property as you are for clearing snow.
- *The fine for failing to comply with the city's sidewalk clearance ordinance is \$50 per violation per day. Even if you are on vacation or are an absentee landlord, it is still your responsibility as the*

property owner to ensure that someone clears sidewalks and ramps next to your property.

- You may report the address of unshoveled or icy sidewalks using the link www.cambridgema.gov/snow.



Need Help?

If you are a homeowner on a low income (\$23,475 or less for a one-person household in 2008) AND you are elderly or have a disability, you may qualify for the City's Snow Exemption Program (in which case the City will shovel your sidewalk). To apply, call the Cambridge Council on Aging, 617-349-6220 (voice) or 617-349-6050 (TTY).

If you do not qualify, the Council on Aging can provide you with a limited list of professional snow removal companies and a list of students who want to earn money by shoveling – you contact the party yourself and negotiate a price.

Let's Keep Cambridge A Walking City All Year Long



CITY OF SALEM SNOW EMERGENCY

This brochure contains
important information to
help you through the
WINTER.

CITY OF SALEM
Kimberley Driscoll, Mayor



Richard Rennard
Director of Public Services

City of Salem Department of Public Services
5 Jefferson Avenue
Salem, Massachusetts 01970

Tel: 978-744-3302



A MESSAGE FROM THE MAYOR..

Plowing snow from Salem's 130 miles of public streets is a formidable task. It involves coordination of private and publicly owned plows, mechanics, dispatchers and route supervisors to inspect and control plowing activities and other support personnel. The hours can be extraordinarily long, with operations conducted during the most severe weather and driving conditions. We realize that in an operation of such size and complexity there are bound to be complaints or requests for additional service.

Since it may take several hours for plows to make their way to your street, please try to be patient and avoid early calls for service during a storm. If you believe that a request for service is warranted and sufficient time has elapsed for us to have responded, please call 978-744-3302. This number will be staffed or your call will be recorded and the information relayed to our supervisors for action.

Please understand that calling 978-744-3302 is the FASTEST WAY to get a service request resolved.

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 efforts. Our work to restore safe road conditions is completed more quickly and more efficiently when roads are free of traffic and illegally parked vehicles.

Thank You,

Kimberley Driscoll, Mayor

WINTER STORMS

Winter storms can provide tension and risk of injury to members of our community who must travel during storm conditions. The City of Salem wants to do all it can to reduce the likelihood of personal injury to our residents, automobile accidents and property damage by making the roadways as safe as possible under the worst of conditions. The City's goal is to quickly open the streets and make them passable so that essential traffic can safely negotiate roadways. Residents can help us do this by working together. This brochure provides you with information that will help you and the Department of Public Services make the long winter months shorter than expected.

SNOW EMERGENCY PARKING BAN

The City of Salem implements a snow emergency parking ban when it is felt that we are to receive two inches of snow accumulation. If there is a parking ban in effect, it will appear on www.salem.com and SATV. In addition, flashing blue lights will be activated throughout the city at the following locations: **Loring Avenue @ Vinnin Square, Loring Avenue @ Canal Street, Lafayette Street @ Loring Avenue, Lafayette Street @ Washington Street, Bridge Street @ Webb Street, Bridge Street @ Washington Street, Boston Street @ Bridge Street, North Street @ School Street, Tremont Street @ School Street, Highland Avenue @ Salem Hospital, Jefferson Avenue @ Dove Avenue, North Street @ Essex Street and Canal Street @ Washington Street (Mill Hill).** As always, you may contact The Department of Public Services or the City of Salem Police Station to find out the status of the parking ban. Parking regulations are strictly enforced to ensure that streets remain accessible for snowplows, fire apparatus and other emergency vehicles. **Any vehicle that impedes the snow removal process will be towed.**

ALTERNATIVE DESIGNATED PARKING AREAS

The City of Salem offers alternative designated parking areas that include the following: Museum Place Parking Garage - \$1/day charge (out by 10am), South Harbor Garage - \$1/day charge (out by 10am), Blaney Street Parking Lot (Salem Ferry Landing), St. Joseph's Church Lot on Lafayette Street, Forest River Park, Gallows Hill lower, Mack Park, Broad Street Playground, Castle Hill Playground, Salem Willows Park, the Bentley School Lot, the Carlton School Lot, the Witchcraft Heights School Lot, the Bates School Lot, the Saltonstall parking area on Salem Street and the Collins Middle School - Jackson Street parking area.

Alternative parking is also available at the Salem State College O'Keefe Center Parking Lot. A permit is required and can be obtained at the College's Public Safety Office. Please call 978-542-7096 for further details.

Alternative parking is also available at the Shetland Properties Congress Street Parking Lot. A permit is required and can be obtained at the Shetland Park Security Department. Please call 978-740-4429 for further details.

PLEASE NOTE: All vehicles must be removed from the above listed public and private parking lots immediately following the cancellation of the snow emergency (weekends included) or will be towed at the owner's expense.

SNOW PLOWING

The following is a general description of how the Department of Public Services plows snow from city streets.

Step 1. When a snowstorm begins, the department responds by salting the main roads and bus routes. Salting these roadways serves two purposes: to keep traffic moving and to prevent the snow from bonding to the pavement.

Step 2. Snow plowing begins when snow accumulates two (2) inches, or forecasts indicate that it will. Over 30 city and private plows can be called out and assigned to plow pre-determined routes.

Step 3. Once snowfall has stopped and plowing is winding down, salt trucks begin post storm salting:

- Main streets and school bus routes are salted and sanded to achieve bare pavement conditions.
- Residential streets with hills and intersections are sanded to improve traction.
- Flat streets are sanded only if icy conditions exist.

When driving, please stay 200 feet behind any snowplow. Visibility is not good for the snowplow operator. The speed of a snowplow is only 15-22 m.p.h.

SIDEWALKS

The removal of the snow from sidewalks is greatly appreciated. This will help school children, the elderly, and the general public from having to walk in the street. The City of Salem clears designated sidewalks following each storm. It takes time to accomplish this task and it is only done after all the roads have been cleared.

Presently, there is an ordinance requiring property owners to remove snow from their bordering sidewalks within six hours after the snow ceases to fall if it ceases to fall in the daytime and before 12:00 noon if it ceases to fall in the nighttime. If he/she neglects to do so, he/she shall be fined \$25.00 for each offense.

PLEASE DO NOT PILE SNOW ON THE SIDEWALKS

DRIVEWAYS

While the Department of Public Services tries to minimize the amount of snow that gets plowed across driveways and exits, it is unavoidable. Clearing driveway openings is the responsibility of the property owner.

Plow blades cannot be lifted as they pass by a driveway.

Unfortunately, snow will be plowed into driveways as we perform curb-to-curb plowing.

You may wish to clear your driveway several times during the storm or wait until the storm and plowing activities have ended.

Snowplowing, shoveling, or throwing snow back onto the street when clearing driveways and sidewalks is prohibited by City ordinances and violators can be fined \$20.00 for each offense.

SHOVELING ASSISTANCE PROGRAM

The City has developed a Shoveling Assistance Program to assist our elderly and infirmed residents in locating youths in their neighborhoods that will shovel snow from their driveways and sidewalks. Please call 978-745-9595, ext. 5676 or 978-744-3302 for information.

WINTER SAND

Winter sand is available for residents (only) at the Department of Public Works Garage located at 5 Jefferson Avenue. Please limit yourselves to two (2) pails per visit.

CATCH BASINS

Help us stop street flooding by shoveling out catch basins near your home.

FIRE HYDRANTS

There are many Fire Hydrants in the City of Salem. Please help us *Keep Salem Safe* by shoveling around the hydrant near your home.

EMERGENCY TELEPHONE NUMBERS

POLICE/FIRE/AMBULANCE.....911
NON-EMERGENCY POLICE.....978-744-0171
NON-EMERGENCY FIRE.....978-744-1235

UTILITY COMPANIES NUMBERS

NATIONAL GRID.....800-465-1212
VERIZON TELEPHONE617-281-6478
KEYSPAN GAS.....800-732-3400

OTHER IMPORTANT NUMBERS

MASS HIGHWAY DEPT..... 978-535-3424
POTHOLE REPAIRS..... 978-744-3302
VEHICLES TOWED978-744-0171
SALEM MISSION SHELTER INFO.978-745-1121
HEALTH DEPT 978-741- 1800
PARKING DEPT978-745-8120
HARBORMASTER 978-741-0098
OPEN SPACE/TREE DEPT.....978-745-0195