

# Snow Removal Operational Guidelines

- Plowing operations may cause damage to private mailboxes. The Town of Holden will reimburse a property owner up to \$40.00 for the replacement of a mailbox damaged by a plow hitting the mailbox. Mail boxes damaged by snow thrown by plows are not eligible for replacement. Mailboxes within the Town's right-of-way shall be installed per United States Postal Service regulations. Mailboxes damaged by improper installation, poor maintenance, and/or private snow clearing operations, shall not be eligible for reimbursement.

*o If you believe a mailbox has been damaged by plowing operations, notify the Department of Public Works as soon as possible when the damage is discovered. Personnel will inspect the mailbox to determine the cause of the damage. The Department of Public Works does not repair mailboxes. Upon the repair of a mailbox damaged by the Department of Public Works, a written request for reimbursement and a copy of the receipt showing the purchase of a replacement mailbox shall be submitted to the Department. All requests for reimbursements shall be made no later than April 15th.*

- Property owners can help prevent damage to their landscaping and lawns by placing snow stakes or other markers at the lawn or curb edge. If significant lawn or curb damage occurs due to plowing operations, please notify the Department of Public Works as soon as possible. Repairs to such areas will be performed by the Department of Public Works later in the year.

- Basketball hoops and other equipment shall not be permanently installed in the right-of-way. Temporary equipment shall be removed, as such equipment interferes with snow and ice removal. Damage caused to obstructions in the right-of-way will not be reimbursed.

- Provide all trucks and equipment room to work. Visibility is often limited in these types of equipment. Stay back at least 200 feet, and expect the trucks and equipment to make frequent stops and to back up at intersections. Do not crowd the plow.

- The Department of Public Works will clear hydrants after a snow storm. Your help in clearing a hydrant near your property is greatly appreciated, as it may be your or your neighbors' home that you save in the event of a fire.

## Reminder for All Motorists



Be sure to slow down and use additional caution during winter events. Black ice and slick spots can be hard to identify, and taking a few extra minutes of time is worth the safety of the lives in your vehicle and the vehicles around you. Be sure to check out the Town's website and social media accounts for snow and ice removal updates. For additional winter storm information and winter safety tips, please visit the **Massachusetts Emergency Management Agency** website.



**Address:** 1196 Main Street, Holden, MA - 01520

**Phone:** (508) 210-5550

**Fax:** (508) 829-0252

**Email:** [snow@holdenma.gov](mailto:snow@holdenma.gov)

**Website:** [www.holdenma.gov](http://www.holdenma.gov)



## Town of Holden Department of Public Works

### Winter Snow and Ice Removal Operations

In preparation for the beginning of the winter season, the Department of Public Works would like to inform the community about our snow and ice removal operations. The purpose of the snow and ice removal policy is to establish the process and level of service for ice control and the clearing of the Town's street system during the snow season. The Holden DPW is responsible for treating and clearing approximately 122 miles of public and private roads and 20 miles of sidewalks.





## Winter Weather Events & Parking Restrictions

*The following policies and procedures outlined herein will be in effect when weather conditions could cause accumulations of frost, sleet, ice or snow on roadways, school properties or municipal lots and will remain in effect for the duration of the winter season.*

The Town Bylaws prohibit on-street parking on all roads between the hours of 1:00 AM and 6:00 AM year-round. During a snow emergency, on-street parking will be prohibited for the duration of the snow or ice event, regardless of the time of day. When a parking ban is implemented, all residents must remove all parked vehicles from the streets until snow removal operations have been concluded or the parking ban has been lifted. If a vehicle is not removed, tickets will be issued and vehicles impeding snow removal operations shall be towed. Owners of vehicles may be fined \$30.00 and shall be responsible for the cost of towing. During any snow event, the Town recommends removing parked vehicles from street, not just during snow emergencies. This allows for easier, safer and more efficient snow removal on all of the streets.

The Department of Public Works personnel will notify the Police Department of any vehicles parked on-street during a snow emergency. The Police Department will then investigate and order the vehicle removed from the street.

A snow emergency declaration does not mean that school is cancelled, a school cancellation is a separate decision that is made by the Wachusett Regional School District.

## In the Event of a Snow Emergency, Information Shall be Distributed via:

● **CodeRED Emergency Notification System**

● **Town Website - [www.holdenma.gov](http://www.holdenma.gov)**

● **Town of Holden Facebook Page**

● **@HoldenDPW Twitter**

● **@HoldenDPW Instagram**

● **Local Media Sources**



A snow emergency will be declared by the Town Manager. When a snow emergency ends, the Town's website and social media pages will be updated accordingly.

## Snow Removal Operational Guidelines

*Each snow event requires different levels of operational needs to maintain safe roadways for the public. The Town will assess each event and respond accordingly following these guidelines:*

- During a snow or ice event, the Department of Public Works strives to maintain roadway surfaces so as to allow their full-use by public safety departments and limited use by the public.
- Upon the end of frozen precipitation, the Department of Public Works will clear and treat roadway surfaces as soon as possible, so as to allow their full-use.
- Sidewalks closest to schools will be cleared as soon as possible at the end of the storm.
- Trucks and equipment may make multiple passes on a roadway during a winter storm event.
- Plowing, blowing, or shoveling of snow into and/or across the public roadway is a violation of the Town of Holden Snow Removal Bylaw (Article XVI), and may be subject to a fine of up to \$150.00.
- Please place your trash and/or recycling bins in your driveway, and not in the road, as they act as an obstruction to the plows.
- The Department of Public Works must clear the whole roadway, and cannot avoid plowing across private driveways. We recommend waiting to clear drive-ways until plow operations have ceased. If it is not possible to wait, shovel a few feet of the road in front of your driveway as this will reduce the amount of snow accumulating in front of the plow and thus reducing the amount of snow deposited back into your driveway.

