



TOWN OF CANTON DEPARTMENT OF PUBLIC WORKS

SNOW REMOVAL & ICE CONTROL OPERATIONS POLICY AND GUIDELINES

Snow Removal and Ice Control Overview:

Winter weather in Connecticut is difficult to predict with many variables affecting winter maintenance operations, such as: type of precipitation, air & pavement temperatures, traffic, wind, time of day, and day of the week. The Department's goal is to keep the town's roadways passable during storm events, minimize the hazards caused by slippery road conditions, and help restore safe traveling conditions throughout the town as soon as possible after each winter storm.

Snow Routes, Operations and Priorities:

The 70+ miles of town roads have been divided into 8 snow routes. In general, one large snow plow is assigned to each of the 8 snow routes, with 1 to 3 smaller trucks used to assist the larger trucks. A single truck and driver are assigned to each route for the entire winter season. By keeping the same driver on a single snow route, the driver becomes experienced with the specific trouble spots on the route and will be more efficient at removing snow. An additional benefit is that citizen requests and the occasional complaint can be conveyed to our drivers.

Additionally, the Highway Department plows all school drives/parking lots, the Transfer Station and three (3) firehouses. The Parks Department plows Town Hall, Library/Community Center and the Police Department parking lots.

During storm events the primary focus for snow removal will be to provide a safe travel way for cars and emergency vehicles on heavily traveled roadways. While snow is actively falling, plowing is generally limited to the center portion of the roadway to clear a path wide enough for one travel lane in each direction. As a winter storm subsides and the plow crews gain a level of control over the storm, more effort can be directed to local roadways and cul-de-sacs. Please note that depending on the severity of the storm, it can take up to 3+ hours to make passes on all streets in town. Snow operations often continue for 8 to 12 hours after precipitation has stopped falling and each street has been cleared to the edge of pavement.

Parking Ban:

An overnight parking ban will be in effect on all town streets from November 15 through April 1. Any cars parked on the streets overnight during the parking ban may be ticketed and towed. Residents may park in the Town Hall lot after business hours with certain limitations. Residents using the lot are required to notify the police dispatcher at (860) 693-0221 and supply their marker plate number as well as contact information including a phone number(s) where they may be reached.

Plowing Snow into Town Roads:

Homeowners and contractors are reminded not to plow snow into the town roads. Residents with a significant hardship affecting compliance may contact the Canton Police Department at (860) 693-0221 for guidance.

Sidewalk Clearing:

Residents and business owners are reminded that, by Canton Town Ordinance (375-2), it is the responsibility of owners and occupants of buildings to remove snow, sleet and ice from public sidewalks abutting their property within 24 hours after the storm has concluded. Failure to comply with this ordinance may result in a \$35 fine. Please remember that the final snow plow pass is not made until several hours after the storm has concluded. Our snow plow drivers are directed to try and minimize the amount of snow directed onto previously cleaned sidewalks and driveways, but it is often times unavoidable. Your cooperation in clearing the sidewalks is an essential safety measure for school children and other pedestrians using the sidewalks.

Fire Hydrants:

As a voluntary measure, residents are asked to clear snow from around fire hydrants adjacent to their property. In the event of a fire in your neighborhood, this could save the fire department precious moments that could make a tremendous difference in their fire-fighting effort.

Mailbox Damage:

During the winter season it is inevitable that some mailboxes and posts will fall victim to winter's forces. Canton's policy is to repair/replace mailboxes and mailbox posts that are damaged as the result of **direct** contact with a town snow plow. Mailboxes that are damaged from the force of snow thrown against them or mailboxes that are located closer than 9-inches to the roadway are not eligible for repair/replacement. In the event that your mailbox has been damaged, please report the incident to the Department of Public Works at (860) 693-7863. Upon receiving a report of mailbox damage, a Public Works Supervisor will investigate the damage to the mailbox/post and make a determination of the cause of the damage.

Trash Containers:

Trash containers should be placed at the end of your driveway at a location accessible to the trash hauler at least 2-feet from the roadway. Trash containers should not be placed on snow banks. During major storm events, residents are encouraged to hold off a week from their regularly scheduled weekly trash pick-up day.

Public Sand:

A sand and salt mix is available to residents for non-commercial purposes at no charge at the Public Works Garage. Please limit yourself to one (1) five gallon pail.

Driveway Clearing Tips:

The following suggestions are intended to make your driveway snow removal easier and safer:

- If possible, wait until the road has been completely plowed to the curb before shoveling the last 5- 10 feet of your driveway. This way less snow from the road will end up in your driveway. It takes several hours after a typical storm has ended for the town to completely clear the snow from the road to the curb.
- When clearing snow at the end of the driveway, it is best to place snow on the far side of your driveway away from the direction the plow is traveling. In most cases, this means placing the snow on the right side of your driveway as you face the road. This way the plow will carry more snow away from your driveway.
- Do not shovel, blow, or plow snow from your driveway into or across the road. You may be held liable if this snow causes an accident. Remember, you are responsible for the actions of your contractor.
- Do not allow children to play on snow banks along the side of the road. The town may need to push back snow banks days after a storm to create room for the next snow event.

Winter Driving Checklist & Tips:

- During storms, travel only when absolutely necessary.
- Keep good all-season or snow tires on your car.
- Keep a shovel and some sand in your trunk.
- Before driving, clean your vehicle of all snow and ice, including the roof.
- Allow extra time to reach your destination.
- Keep a safe distance from plow trucks and other vehicles.

Frequently Asked Questions:

I live on a cul-de-sac and end up with significant amounts of snow in my driveway. Why?

Plowing cul-de-sacs is one of the most challenging operations during a snow storm. Most properties on cul-de-sacs have frontages that are narrower than lots on a straight street. Therefore, snow must be pushed into a smaller space.

Why is snow pushed into my driveway by street plows? It is unavoidable and it is not done intentionally? Snow cast into driveways is an unfortunate byproduct of a very necessary service we provide. When we plow a street, we are simply moving the snow that is in the street off to the side of the street. The greater the amount of snow, the more snow that is deposited on the side.

Who is responsible for clearing in front of my mailbox? We plow the streets curb to curb, or as close as we can get. Whatever snow is left in front of mailboxes is the responsibility of the property owner to remove (or at least to move in order for the mailbox to be accessible to the mail carrier).

Can I, as a resident, push snow from my property onto the sidewalk or street? NO! Please be respectful of passing motorists expecting a clear street by not putting snow back onto the street. Remember, if you contract for snow removal, you are still responsible for where the snow ends up.

Questions and concerns during snow and ice storms should be directed to the Department of Public Works at (860) 693-7863. After hours calls may be directed to voicemail and will be checked periodically. All emergency calls should be made to Emergency Services at 911.