TOWN OF PEMBROKE
PUBLIC WORKS DEPARTMENT
Snow and Ice Control Policy

Adopted by the Board of Selectmen

September 5, 2017

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PURPOSE

The purpose of this policy is to insure that normal operating procedures for winter maintenance, snow removal and ice control are performed in a timely and cost-effective manner for the safety and benefit of the Town's residents and the general motoring public.

COMMAND

Direction of all winter maintenance activities for the Town of Pembroke is vested with the Director of Public Works or his / her designee. The provisions of this policy should not be understood or interpreted as restricting the essential freedom of judgment which must be exercised by the Public Works Director or his / her designee empowered to implement this policy.

EXECUTION

Due to the many variables that are inherent in New England weather, each storm situation varies and presents a unique set of circumstances and challenges to the individuals employed by the Town who are charged with the responsibility of meeting the Town's winter maintenance obligations. Therefore, this policy is intended to provide general guidelines that are strictly advisory in nature.

EXAMPLES OF UNIQUE CIRCUMSTANCES & CHALLENGES

- Equipment Breakdown
- High Rate of Snow Accumulation
- Extreme Weather Conditions, i.e.: Winds, Freezing Rain, Low Temperatures
- Traffic Congestion
- Emergencies
- Shortage of Personnel
- Road Obstructions, i.e.: Down Trees, Down Electric Wires, Automobile Accidents, etc.

LEVEL OF SERVICE

It is not possible to maintain a black, snow and ice-free road or sidewalk during a storm. The Department of Public Works will provide practical, safe access to homes, businesses and municipal facilities during winter storms. It is our policy to start treatment of road surface operations when determined necessary by the Director of Public Works or when notified from the Police Department of adverse weather conditions. 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. Road salt has a much slower effect on melting snow and ice at temperatures below 25 degrees and may not be applied until air temperature is warmer. Sidewalk snow clearance will be conducted as soon as possible after all town roads are cleared of snow and/or ice.

EQUIPMENT

Equipment available to the Town varies depending upon many economic, political, social and mechanical related factors.

MANPOWER

The Town of Pembroke has nine (9) full-time personnel assigned to its winter maintenance operations and may hire temporary employees for additional support. The Director of Public Works will first contact plowing companies in Town for assistance before contracting with other companies.

SALT FREE AREAS

The Town of Pembroke has established that Gravel roads will not be treated with road salt to prevent frozen gravel from melting, however, the Public Works Director or designee may determine that road salt is needed during an extended period of freezing rain.

SCHOOL CANCELLATION

In the event of a storm on a school day, the Pembroke Academy Headmaster shall contact the Hill School Principal and have him/her contact the Police Department to determine the safety of students using school buses. The Headmaster and Principal shall make the decision to cancel or postpone school for that day and contact the Director of Public Works to let him/her know their decision.

PARKING

The Town has instituted a winter parking ban from January 1st through March 31st. The Public Works Director still has the authority to call a winter parking ban when required. In the event that a parking ban is called, all notifications will be made to the news and radio stations as well as posting on the Town's website. The parking ban does not apply to the following areas. Main Street to Glass Street to the post office; Main Street from the bridge to Broadway; Union Street from the Perry Eaton building to Main Street, between the hours of 6AM to 10 PM.

DAMAGE TO PRIVATE PROPERTY

The Town is not responsible and assumes no liability for damage to private property that is located within the public right-of-way (RSA 231:92). The right-of-way (ROW) is often 50' wide and, in most cases, extends 10 to 20 feet from either side of the paved or gravel road.

MAIL & NEWSPAPER BOXES

The Town's primary obligation is to ensure that its roadways are kept free of snow and ice. It is also understood that most mailboxes are located inside the public right of way and occasional damage to them is often unavoidable for various reasons. Therefore, there is a shared responsibility between the town and homeowner when mailboxes are damaged during snow removal operations. Any Highway Department employee who knows that damage was done to a mail / newspaper box during maintenance activity shall report the incident to his / her immediate supervisor and any citizen may file a mail / newspaper box damage claim with the Public Works Department within (7) days of when the damage occurred. Upon investigation of the circumstances involved, the Public Works Director will review the request and determine if a reimbursement is warranted. If the reimbursement is denied, he will note on the mailbox request form his reasons why and notify the resident. If the Public Works Director approves the

expense, it shall be no greater than $25.00. This amount is intended to cover any and all damages to the mailbox, post and brackets. No reimbursement in excess of $25.00 shall be provided, regardless of the location, size, original cost or elaborateness of the mailbox and post. Only one reimbursement request per address will be accepted for each winter season.

Mailboxes and/or posts on State plowed roads are not covered under this policy.

It is the responsibility of the Public Works Director to insure that any mailbox placed within the Town's sidewalks allow for the plowing of that sidewalk. Any homeowner's mailbox that interferes with plowing shall be notified by the Public Works Director that it needs to be moved. The Public Works Director shall assist in plotting out where the correct placement would be.

ROUTES

Currently, the Town is divided into four (4) major plow and/or treatment routes. All of the routes encompass all Town roads; Class V (5) or better and municipal facilities.

SNOW REMOVAL & ICE CONTROL PRIORITIES

With a total of approximately 80 miles of roads from which to remove snow and control ice and 10 pieces of equipment to handle this responsibility, the Highway Department has to assign priorities in order to maximize the effectiveness or its efforts. Each specific plow route is identified in this policy with an attached map.

Priority 1: Priority is given to the following streets due to steep hill conditions & high traffic volume: Broadway, Brickett Hill, Bean Hill Road, Center Hill Road and Pembroke Hill Road, Fourth Range Road, North Pembroke Road, Cross Country Road, Main Street & Glass Street.

Priority 2: Priority is given to schools when schools are open. Each plow route will ensure that the best possible snow clearance will be completed within one hour of the bus route time.

Priority 3: Priority is primary plow routes.

Priority 4: Priority is given to snow removal from all municipal parking lots and facilities.

Priority 5: After storm - snow banks shall be pushed back and/or shelved.

Priority 6: After storm - plow snow from Primary Sidewalks.

Priority 7: After storm – perform snow removal around fire hydrants. (Attachment E)

Priority 8: After storm - remove snow banks from downtown (Main Street from Bridge to Church Street and Glass Street from Main Street to Post Office and Bank)

Priority 9: After storm - remove snow banks from municipal parking lots.

Priority 10: After storm - plow snow from secondary sidewalks.

TRANSFER STATION/RECYCLING CENTER

Transfer station personnel may be required to assist with Town'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. In the event of severe weather the Transfer Station may be closed in order that all available personnel may be utilized during the storm. In the event of a winter parking ban, trash will not be picked up on its normal scheduled day. The trash route that was cancelled will be picked up the following day.

DEPOSITING SNOW AND ICE ON STREETS AND SIDEWALKS

In accordance with Town Code, Chapter 186-15; No person shall throw or place or push or cause to be thrown or placed or pushed and leave any ice or snow on the traveled portion of any public highway or sidewalk within the Town of Pembroke from any private driveway, roadway, parking lot, or sidewalk entering onto any such public highway or sidewalk or from any adjacent land to any such public highway or sidewalk.

DEPOSITING SNOW AT MEMORIAL FIELD OR 6 UNION STREET

No private haulers will be allowed to deposit any snow on the above noted properties. These locations are approved sites for the sole use of the Town of Pembroke Public Works Department or those haulers hired by the Town.

PENALTIES

In accordance with Town Code, Chapter 186-16; Any person found to be in violation with the provisions of Chapter 186-15 may be fined not more than one hundred dollars ($100.00) for each violation.

ADOPTION

This policy is effective immediately upon acceptance of the Board of Selectmen

Date:_____

_____
Justine M. Courtemanche, Chairperson

_____
Vincent E. Greco Vice Chairman

_____
David A. Sheldon

_____
Sandy Goulet

_____
Michael Crockwell

Appendix A

TOWN OF PEMBROKE MAIL/NEWSPAPER BOX REIMBURSEMENT REQUEST FORM

Town of Pembroke
Mail / Newspaper Box
Reimbursement Request Form

I _____ of _____ (address), Pembroke hereby request reimbursement for damages caused to my mailbox and related fixtures caused by snow removal operations on _____ (date).

Describe damages:

_____

_____

_____

_____

This claim must be submitted within (7) seven days of the date of the alleged damage.

Submit to: *Public Works Director, 8 Exchange Street, Pembroke, NH 03275*

I affirm the above statement is true to the best of my knowledge and belief. I understand the Town has a right to review this claim, and may reimburse me $25.00 for damages to the mailbox, post and brackets. No reimbursement shall exceed $25.00 regardless of the location, size, original cost or elaborateness of the mailbox, post and brackets. I agree to accept $25.00 as full and complete compensation for the damage to the mail / newspaper box. I also acknowledge will be paid in the normal payment cycle of the Town of Pembroke which may be thirty (30) days from this date and if my mail / newspaper box is replaced with substandard materials, the Town of Pembroke may deny any and all future claims.

_____

(Signature)

_____

(Date)

For Town Use Only

Date Received: _____

Reviewed By: _____

Public Works Director Approval: _____

Appendix B

PRIMARY SNOW PLOW ROUTES

Appendix B
Town of Pembroke
Primary Snow Plow Routes

Route #1 (6-Wheeler)

1 Alexander Drive
2 Appleton Street
3 Belfry Court
4 Bridge Street
5 Brittany Circle
6 Broadway
7 Buck Street (Turnpike to Academy)
8 Central Street
9 Church Road
10 Church Street
11 Colonial Drive
12 Cross Road
13 Donald Avenue
14 Dudley Hill
15 East View Drive
16 East View Terrace
17 Exchange Street
18 Fairview Drive
19 Fifth Range Road
20 Fourth Range (Dudley to Church)
21 Front Street
22 Glass Street
23 Harold Avenue
24 High Street
25 Kimball Street
26 Lanes End
27 Lindy Street
28 Main Street
29 Maple Street
30 Mason Avenue
31 Mill Falls Road
32 Millard Street
33 Nixon Avenue
34 North Pembroke Road
(From Rt. 28 to Epsom Town Line)
35 Noyes Street
36 Old Bear Brook Road
37 Pheasant Run
38 Pine Street
39 Pleasant Street
40 Prospect Street
41 Renarl Avenue
42 Ryan Drive
43 Simpson Avenue
44 Thompson Road
45 Turnpike Street
46 Union Street
47 West View Terrace

Route #2 (6-Wheeler)

1 Ashley Drive
2 Beacon Hill Road (Upper)
3 Beacon Hill Road (Lower)
4 Borough Rd. (4th Range to Rt. 106)
5 Brickett Hill Road
6 Brush Road
7 Chapelle Street
8 Commerce Way
9 Deerpath Lane
10 Elm Street
11 Fourth Range Road
12 Girard Avenue
13 Grandview Road
14 Jacks Drive
15 Pembroke Hill Road
16 Perley Avenue
17 Rowe Avenue
18 Sand Road
19 Third Range Road
20 White Sands Rd. (to Pump Station)

Route #3 (10-Wheeler)

1 Borough Rd.
(4th Range to Chichester line)
2 Brickett Hill (to 4th Range Rd.)
3 Clough Mill Road
4 Cross Country Road
5 Eley Lane
6 Haleighs Court
7 Hardy Road
8 Horse Corner Road (to Chichester)
9 North Pembroke Rd.
(to Concord town line)
10 North Pembroke Rd.
(to Epsom town line)
11 Old Borough Road
12 Plausawa Hill Road
13 Preve Lane
14 Rebecca Way
15 Ricker Road (to Loudon town line)
16 Riverwood Drive
17 Robinson Road
18 Rosedale Lane
19 Sixth Range Rd.
(Rebecca Way to Quinzany's)
20 Wellington Way

Appendix B
Town of Pembroke
Primary Snow Plow Routes

Route #4 (550)

1 Bridge Street Ext.
2 Church Street (South near Post Office and Lavallee's Store)
3 Municipal Parking Lot (Village Way)
4 Howard Street
5 Hillcrest Avenue
6 Skyview Terrace
7 Sewer Dept. Parking Lot
8 Wilkens Avenue
9 Middle Street
10 Safety Center Complex
11 Town Hall and Library
12 Center Hill Road
13 Bean Hill Road
14 Bachelder Road (to Epsom Town Line)
15 North Pembroke Road (from Bachelder to Rt. 28)
16 Meadow Lark Lane
17 Riverwood Drive (open during school hours)
18 Mill Falls (parking lot)
19 Parking Lot near church

Add 5th route when more than four (4) inches, otherwise these roads are on Route #2

Route #5 (6-wheeler)

1 Riverview Way (Littlefields Condos)
2 Sherwood Meadows
3 Donna Drive Project:
3A Bow Lane
3B Micol Road
3C Terrie Drive
3D Melissa Drive
3E Nadine Road
3F Ross Road
4 Peaslee Drive
5 Whittemore Road
6 Woodlawn Ridge Road
7 Fairway Drive
8 Cooperative Way
9 Smith Ave.
10 Tina Drive
11 Dearborn Road

Appendix C

ROADS NOT RECEIVING WINTER MAINTENANCE

Appendix C
Roads Not Receiving Winter Maintenance

The Town of Pembroke does not maintain a number of roadways as part of its ongoing winter maintenance activities. The roads not maintained by the Town include:

Town roads classified as Class VI (6) roads:

Fifth Range Road (from Cross Country Road to 217 Fifth Range Road)
Fourth Range Road (from 357 Fourth Range to Church Road)
German Road
Hardy Road (from Hardy to Seventh Range Road)
Lakeman Road
Martin Hill Road
Old Eighth Range Road
Old Robinson Road
Poor Town Road
Seventh Range Road
Sixth Range Road (from Borough Road to Cross Country Road & Quinzany's to Church)
Third Range Road (from 340 to Church Road)
Third Range Road (from Brickett Hill to 420 Third Range Road)

Private Roads Not Receiving Winter Maintenance

Beretta Court
Berry Brook
Chickering Meadows Development
Gooses Way
Friendship Avenue
Keith Ave.
Mass Avenue
Meeting House Meadows Development
No. Browning Court
Remington Court
So. Browning Court
Terrace Lane

Appendix D

SIDEWALK SNOW REMOVAL

Appendix D
Sidewalk Snow Removal

The Town of Pembroke has classified sidewalks into two categories; Primary and secondary.

Primary Sidewalks:

Academy Road:	South side from Pembroke Street to Cross Road
Broadway:	Both sides: West side from Main Street to Pembroke Street
	East side from Main Street to where sidewalk ends at 65...
Glass Street:	Both sides from Main Street to Smith Avenue
High Street:	West side from Front Street to Village School
Main Street:	Right side from Glass Street to Turnpike Street
	Left side from Pembroke Town Line to Pembroke Street
Maple Street:	From High Street to Broadway
Mason Avenue	From Pembroke Street to Lower Beacon Hill Road
Pembroke Hill Road:	From Pembroke Street to Third Range Road
Pembroke Street:	(US Route 3) East side from Dearborn Road to Route 106
Pine Street:	North side from High Street to Broadway
Prospect Street:	From Union Street to Pine Street
Third Range Road:	From Pembroke Hill Road to Belanger Drive
	From Rowe Avenue and Perley Avenue
	West side Pembroke Street between Donna Drive and Bow Lane

Secondary Sidewalks:

Buck Street:	North side from Turnpike Street to Smith Avenue
Central Street	
Church Road	From Cross Street to bottom of Hill
Church Street	
Cross Road:	From Academy Road to Church Road
Dearborn Road:	From Pembroke Street (US Route 3) to Chickering Court
Exchange Street	
Front Street	
Kimball Street	West side of street only
Pleasant Street	
Riverview Way:	Littlefields Condominiums
Turnpike Street	

Sidewalk snow clearance will not begin until all other snow removal operations are manned and in progress. Sidewalks will be cleared using only the Trackless Sidewalk Plow. If there are insufficient personnel available to conduct sidewalk snow removal operations, as well as street and road clearance, the streets and roads shall take priority.

The sidewalks classified as Primary (See Primary Sidewalks above) shall be cleared as soon as possible during and after the storm.

Appendix D
Sidewalk Snow Removal

The sidewalks classified as secondary (See Secondary Sidewalks above) shall be cleared as soon as possible after the storm.

A. The sidewalks will be treated with sand as quickly as possible after the storm.
All municipal sidewalks are to be cleared of snow and sanded as described
B. above except the following:

Public Owned Sidewalks Not Receiving Winter Maintenance:

Alexander Drive
Ashley Drive
Belanger Drive (School District)
Church Road from Cross Street to bottom of hill
Fairway Drive
Jacks Drive
Peaslee Drive
Pembroke Street from #513 to Beacon Hill Road

If pedestrians or vehicles cause obstructions to the sidewalk snow removal operations, the Town's winter maintenance operators are encouraged to request their cooperation. Otherwise, the operator is expected to call the Police Department for assistance. The operator is cautioned to avoid a confrontation at all possible costs.

EXHIBIT E

FIRE HYDRANT SNOW REMOVAL PRIORITIES

EXHIBIT E

FIRE HYDRANT SNOW REMOVAL PRIORITIES

Priority	Street/Location
1	Downtown business district
2	Balance of Village Area – Area bounded by Pembroke Street and Broadway
2	Route 106
3	Pembroke Street to Donna Drive
3	Academy Road to Three Rivers School
3	Buck Street to Academy Road
3	Pembroke Hill Road and side streets
4	Pembroke Street – Donna Drive to Route 106
4	Bow Lane/Donna Drive area
4	Whittemore Road, Fairway
4	Sherwood Meadows, Peaslee Drive
5	All Remaining Hydrants Buck Street (remainder), Thompson and Bachelder Academy Road (remainder) and side streets Dearborn Road and side streets

1	Completed within 1 day after cessation of snow fall
2	Completed within 2 days after cessation of snow fall
3	Completed within 3 days after cessation of snow fall
4	Completed within 4 days after cessation of snow fall
5	Completed within 5 days after cessation of snow fall

Hydrants need to be cleared when the snow goes above the bottom of the "Steamer" connection. Area to be cleaned is a 6' swath from the street to the hydrant with a minimum of 3' clearance around the entire hydrant and all connections free and clear of snow.