



TOWN OF HADLEY  
DEPARTMENT OF PUBLIC WORKS  
230 MIDDLE ST, P.O. BOX 406  
HADLEY, MA 01035-0406

## Snow and Ice Policy and Procedures

### Mission Statement:

The objective at the Town of Hadley Department of Public Works is to remove snow and ice from the roadways as safely, quickly, efficiently, and cost effectively as possible to restore normal traffic conditions and services to the residents of Hadley. It is our goal to obtain safe and drivable road conditions at the earliest practical time following the conclusion of a winter storm. Each and every storm is different, and this policy is used as a guideline to assist management in making well-informed judgmental decisions in a consistent manner for each event requiring snow and ice removal.

### Snow and Ice Operations:

The following is a general description of Hadley's snow removal plan. As you are aware each storm is different, but we try to follow our snow removal policy as closely as possible. The snow and ice removal policy has (4) steps:

- 1) **Pre-storm planning**
- 2) **The beginning of the snow storm**
- 3) **During the snow storm**
- 4) **Post snow storm**

**Step 1: Pre-storm planning** – Long before the storm begins, DPW management monitors the development of winter weather systems using local network news, NOAA/NWS, and MEMA/FEMA briefings. Given any storms progression, decisions are made to begin to prepare and ready equipment, personnel, and materials. Given the intensity and timing, the Town Administrator and the Superintendent of the Hadley School Department are briefed so that good decisions may be made to declare a winter snow emergency and/or alter the school schedule. Communications also begin with the Select Board and Public Safety to relay the departments storm plan and determine whether or not a parking ban should be put in to place. A parking ban will prohibit all on street parking for a specific time frame beginning before the storm and ending after the storm.

The Hadley DPW has adopted a practice of operation more in line with Mass DOT and many other communities where the roadways are treated before the storm begins. This is referred to pretreatment. There are two primary advantages to this approach. The treated salt is crushed into the pavement and creates a barrier so that the snow and ice have difficulty bonding to the pavement. When the roads are plowed they scrape off cleaner. In some cases, depending on the timing of the storm this can be accomplished on regularly scheduled hours rather than overtime.

In some cases, pretreatment negates the need to retreat after a storm is done. Roads, municipal lots, and school lots are all pretreated. When pretreatment is complete, plows are attached when more than 2 inches of snow is anticipated.

**Step 2: The beginning of the storm** – When the storm begins the roads are monitored by management with the assistance of the Police Department for slippery locations. When accumulations reach a depth of (2) inches with more expected the plows are dispatched for plowing operations. If the storm commences after hours the roads are monitored by the Field Superintendent and the Police Department for the threshold of plowing operations.

**Step 3: During the storm** – When a typical storm reaches accumulations of (2) inches 11 plow vehicles are dispatched with pre-determined routes to start clearing the approximately 85 miles of road in Hadley. Each vehicle assigned remains in the same pattern for the duration of the storm. The main objective during larger storms is to keep roadways passable. At the end of the storm, the plows begin to widen out all roadways by pushing back the accumulated snow to the road edges. It is recommended that residents deposit the snow cleared from their driveways to the downstream side of the driveway in order to minimize the redeposit of snow in to the cleared opening when the plow makes its next pass.

As a storm is winding down and roads are cleaned up Schools, Municipal lots, and sidewalks are cleared in this order. Generally, the parking lots are cleared with a loader with a large box plow for time savings. If the storm falls on a school day the Director of Public Works is in contact with the Superintendent of Schools at 5:00am to give status on roads and school lots so that he/she can decide if school for the day will be on time, delayed or cancelled. This can be a tricky call due to timing of storms, type of precipitation, and temperatures. The Town Administrator is contacted by the Director on normal work days at 6:00am and given a status on municipal building lots, and walks so he/she can determine if town offices will be on regular hours, delayed, or closed for the day.

It is a big help to the DPW and Fire Department if the resident's clear hydrants and catch basins in the front of their properties.

Under Hadley's General Bylaw 218-5 no snow or ice shall be deposited on town walks or streets. Bylaw 218-9 allows for a \$10.00 fine for each offense.

**Step 4: Post Storm** – Plowing snow from Hadley's 85 miles of roadways can be a complicated and formidable task. It involves coordinating plows, vehicle repairs, customer service, communication, and other support personnel such as Police and Fire. The hours can be extraordinarily long, with operations that are conducted during the most unfavorable 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.

The DPW has a formal computer based system, to respond to complaints. If you believe that a request for service is warranted and sufficient time has elapsed for us to respond, please call our Highway number at (413)-586-2390 or e-mail to [publicworks@hadleyma.org](mailto:publicworks@hadleyma.org). A representative will create a work order in the database and the information is passed on to the Field Superintendent for resolution. Please understand this is the fastest way to get a complaint resolved. Calling any other town offices or employees can potentially delay a resolution.

If there is an after-hours emergency such as roads icing up or drifting please notify the Dispatch

center at (413)-584-0883 and the appropriate DPW staff will be dispatched.

**Winter Tips:** - Please inspect your mailbox and post for security every fall. Our mailbox policy can be found on the town website by going to Department of Public Works and clicking on Highway. The policy then can be selected from the menu.

Installing markers near road edges at the front of your property will help make the plow driver's job much easier and lessen the probability of property damage.

Inspect your basement for open windows or gaps that may create frozen pipes and meters. If your home is going to be unoccupied for a period time, please have the water turned off at the street if it will not be heated and checked on. Fill any gaps with insulation and ensure the windows lock. Remove all hoses and drain sill cocks.

Residents should listen to local radio stations, check the Town's website, check the Hadley Police Facebook page for other winter storm information and parking advisories.

Always remember to be sure your vehicle is mechanically sound with good tires if you need to travel in a winter storm. Always reduce speed and drive cautiously to meet road conditions. If travel can be avoided this is your best option in a winter storm.

This policy will be reviewed and adjusted if necessary every November as we enter the winter season. The Director of Public Works may order a departure from the policy as stated in order to adjust to existing conditions.

11/12/17