

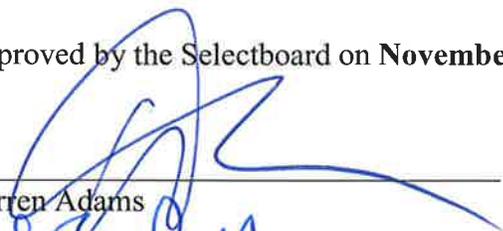
TOWN OF MILTON

PUBLIC WORKS

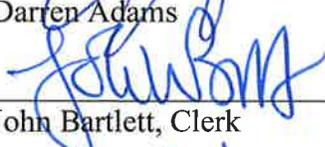
WINTER OPERATIONS PLAN

This plan addresses the wintertime Public Works operations for ice and snow control on Town roads and streets. It also identifies essential community services provided by the Public Works Department for winter water and sewer emergencies and discusses wintertime coordination between Town Departments.

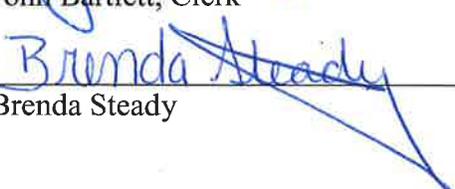
Approved by the Selectboard on **November 17, 2014.**



Darren Adams



John Bartlett, Clerk



Brenda Steady



John Gifford, Vice Chairperson



Stuart King

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I. General

The Town of Milton Public Works Department hereinafter referred to as Public Works has the responsibility of maintaining essential services on approximately 99 miles of accepted Town roadways, 88 miles of paved, 11 miles of gravel, as well as over 40 miles of water line, over 15 miles of sewer line, and maintenance of public buildings, cemeteries, forests and parks. A significant portion of the Department's overall efforts are directed towards maintaining the essential transportation and utility services during the extended period of high precipitation, low temperatures and heavy winds, which together characterize the Vermont Winter.

The Public Works Director has direct responsibility for the management of the Department, acting under the general policy direction of the Town Manager and authority of the Selectboard. The Public Works Director oversees two (2) divisions within Public Works: Public Works Operations and Water/Wastewater. The day-to-day operations of the two divisions are supervised and coordinated by the working supervisors.

II. Resources Available to the Public Works Department to Assist in the Planning and Execution of Winter Operations

In order to provide timely winter street clearing services and to gauge the level of activity required prior to, during and following winter storms, the Town utilizes the following:

- A. Weather forecasts are provided by the National Weather Service located at the Burlington International Airport (862-2475). In addition, the weather forecasts are broadcast continually. Receivers monitor this forecast at the Town Garage and the Police Department.
- B. Local radio and television stations provide weather forecasts, including the dedicated Weather Channel on cable television.
- C. National Weather Service forecasts and current conditions for Burlington International Airport are available via Internet at <http://www.wunderground.com>
- D. Road and weather conditions throughout the State are monitored by the State Transportation Agency in Montpelier. This information can be obtained by calling 828-2648. Two State Highway radio frequencies, 159.180 and 159.195, also can be monitored on the scanner for current information.
- E. Assistance is available on local road conditions from the Milton Police Department. During off-duty Public Works hours (3:30 PM to 7:00 AM), the Public Works Department utilizes information provided by police officers on duty/patrol. To provide the best possible response in the shortest time, it is important that the following information be provided by the Police Department and conveyed to Public Works at the time contact is made:

1. Is the problem Town-wide, restricted to one area of Town or at a specific location? The problem location needs to be defined as accurately as possible.
2. What is the specific nature of the problem? Snow - How much is on the road(s) and how much is falling? Is the problem on paved or gravel roads or both?

Ice - How severe are the conditions and is it widespread or site specific? Is the problem on paved or gravel roads or both?

Miscellaneous - explain what the problem is in as much detail as possible.

Debris - What is it (i.e., tree in road)? What is its size? Is it blocking all traffic or only one lane, etc.?

Washouts - How large an area is affected (size) and is the washout in progress or has it subsided?

Emergency Access – Can Police, Fire or Rescue get to any location (because of specific road conditions or problems)?
3. What is being done by the Police Department pending arrival of Public Works employees?
 - a. Will the Officer remain on site?
 - b. Will barricades be put up?
 - c. Will road(s) be closed?
 - d. Will Fire/Rescue be contacted?
 - e. Will the media be contacted?
4. A decision on what effort is needed to correct the problem will be made by the Public Works Supervisor and/or Public Works Director. However, any input from the police officer on site may assist Public Works in the timely arrival of help.
5. Once contact is made via telephone or alert notification list, communication will be maintained until Public Works has corrected the problem. Public Works will notify the Police Department when all work is completed.

III. Operations on Town Highways

- A. General – During the winter period extending generally from the 15th of November through the 15th of April, the principal efforts of Public Works are directed towards control of snow and ice on Town highways. To accomplish the objectives and policies of the Town of Milton, operating procedures have been implemented. The operating procedures take place over four distinct time periods, including (1) Pre-Winter Preparation, Training and Orientation, (2) Winter Storm Operations, (3) Continuing Winter Operations During Non-Storm Periods and (4) Post-Winter Follow-up.

- B. Pre-Winter Preparation, Training and Orientation
 - 1. Update the operation plan as necessary to keep the plan current. Let the media, Police Department, Fire Department, School Department and other officials know about the plan. Conduct coordination meetings with all stakeholders.

 - 2. Know the plowing and spreading routes, the employees of the Public Works Department will complete the following:
 - a. Make trial runs before winter to familiarize themselves with the routes, road conditions, obstacles and problem areas. Remember that road conditions change from year to year and obstacles may be present now that were not there before. Plan fall meetings to familiarize the road crew with their winter duties and review with all drivers, all routes in case another crew member must take over the route.

 - b. During trial runs, pinpoint drains and waterways that must be opened after every storm. Mark other structures, including fire hydrants, guide rails, drop inlets, catch basins and curbing ends that may be hidden from the driver(s). Mark areas that have been consistent sources of complaints in the past.

 - c. Plan plowing routes to bring trucks back to storage facilities when they are almost empty of deicing material. This saves time and fuel.

 - d. Review the new development plowing plan with the full crew in late fall. Identify which new road(s) will be accepted during the winter and plowed by the Town.

3. Effective Radio/TV Communication
 - a. Review the alert notification roster and radio calls with all employees.
 - b. Check all radio equipment and ensure that working spares are stockpiled at the garage.
 - c. Review the storm warning system with all affected employees.

4. Equipment - Operation and Maintenance
 - a. The Public Works Supervisor is responsible for cross-training of operators in the use of all equipment. Equipment will not be operated by inexperienced personnel without supervision.
 - b. Prior to the onset of winter, the mechanic, Public Works Supervisor and all operators will perform a complete inspection of all winter equipment to include at a minimum, the following:
 - Vermont State Inspection
 - A check of all wing and plow hydraulic systems to ensure they are operating properly.
 - A check on the condition of moldboards, cutting edges.
 - Operation of snow plow hoists, towers, sanders and controls to include calibration tests for sand and/or salt spreading and operational checks of the computer-controlled material feed systems.
 - Brake checks, air and hydraulic hose checks.
 - All vehicle lighting, including wiring and sockets on headlights, tail lights, stop lights and turn signals. (Warning lights must be visible from all sides, whether bodies are raised or lowered.)
 - Replacement of side or end-body reflective tape as necessary.

5. The mechanic will order and keep on hand an adequate emergency supply of critical equipment, such as tires, spreader repair parts, hydraulic fluid and fittings, tire chains, plow parts, lights.

6. The Public Works Supervisor and mechanic will insure that operators perform preventive maintenance on a daily basis to include:
 - a. Inspection of tires for wear
 - b. Checks on brakes and air systems
 - c. Checks of hydraulic hoses for leaks
 - d. Visible structural checks of frames and the pins holding the bed to the frame
 - e. All electrical equipment, especially lights, wiring and sockets
 - f. Wipers
 - g. Plow blade wear
 - h. Safety equipment checks

7. Materials
 - a. The Public Works Supervisor is responsible for ensuring an adequate supply of sand is stockpiled or available prior to the start of winter.
 - b. The Public Works Supervisor is responsible for maintaining an adequate supply of gravel, peastone, salt, magnesium and calcium chloride throughout the winter.

8. Training will be conducted annually on the following subjects in support of winter operations:
 - a. The winter snow plan
 - b. How salt works
 - c. How magnesium chloride works
 - d. How and when to use salt, sand, and chemical de-icers
 - e. Application rates/salt reduction
 - f. Special storm situations
 - g. Special deicing problems
 - h. Winter safety considerations
 - i. Police/Public Works communications
 - j. Parking/towing ordinance
 - k. Public relations/complaint procedure
 - l. Other subjects as appropriate

C. Winter Storm Operations

1. General Philosophy

The Town of Milton does not have a bare roads policy. The Town follows a Safe Roads at Safe Speeds policy. This means that during a storm, roads are plowed, sanded and salted to keep them open for travel, though road surfaces may be snow covered at times during the storm. Roads will be

returned to bare pavement only when the storm is over. Depending on the severity of the storm, this may take several days, especially on low volume roads and in developments.

Like towns all over Vermont, Milton has traditionally used a deicing approach to winter road maintenance removing or melting snow and ice as they accumulate or shortly thereafter. Bare roads can be achieved when salt is used at its optimum deicing temperature of 18° Fahrenheit and above. Below 18° a mixture of sand and salt is used and the roads will not be bare. The Town's snow and ice control operations are limited by the resources (budget, personnel, equipment and materials) available for winter maintenance operations. Limited resources do impact the level of service and ability to provide bare roads.

2. Determination of Operations

Using the resources identified under Section II, professional experience and judgment, the Public Works Supervisor or his/her designee will determine the appropriate level and timing of snow and ice control to be performed by the Public Works Department. The Public Works Supervisor may consult with the Public Works Director. The Public Works Supervisor or his designee will contact employees in the Public Works Department using the alert notification list.

Although significant improvements have been made in weather forecasting, accurate predictions of the specific effect of winter conditions on the roads in the Town of Milton are not possible. An overall plan has been developed to provide for clearing of the roads. This plan is generally followed, however, each storm event is unique and deviations from the plan occur. Decisions must be made using individual judgment based upon a current assessment of the situation. Following every major storm event, review of the methods, materials, the equipment used, and the manpower effect, as well as complaints received will be done by the Public Works Supervisor. These reviews will provide the basis for adjustments in managing future winter storm operations.

3. Control Center

Upon notification, employees at the Highway Garage on Ice House Road complete a pre-startup check of equipment and proceed to perform the necessary snow and/or ice clearing operations. The Control Center is the Highway Garage at 893-1851, (primary) or the Public Works Office at 893-6030 or other designated location. Although the Public Works Supervisor or his/her designee may frequently leave the Control Center to evaluate conditions and assist in the operations, he/she can be reached via cell phone at 578-1530.

4. Equipment

To support the operation, the Public Works Department has equipment available as noted in Appendix A.

Supplemental Equipment

In an emergency situation where Town equipment is out of service for repair or the situation is beyond the ability of the Town to handle in house, supplemental equipment and operators may be rented/hired from area contractors. A list of potential contractors is indicated in Appendix D. Also, assistance may be secured from neighboring communities, although help in this area is unlikely if the storm event affects neighboring communities as well as Milton. Major winter disasters may require the assistance of the Vermont National Guard, if an emergency declaration is issued by the Governor.

5. Materials

Ice and snow clearing materials are stockpiled near the Highway Garage yard located on Ice House Road for use during the winter season.

- a. The Town procures sand during the fall of each year by getting quotes from suppliers with acceptable sand.
- b. A minimum amount of salt is added to prevent the sand from freezing.
- c. Approximately 400 tons of salt is maintained on-site in the end bay of the Town Garage. The salt bay is fully stocked prior to winter. The Town generally procures road salt from the following company at the Vermont Agency of Transportation bulk-rate pricing:
 1. Cargill Salt Company
c/o Barrett's Trucking
16 Austin Drive
Burlington, VT 05401
863-13111311 or 1-800-243-7258

An alternative supply of minimal tonnage may be purchased in case the primary company cannot deliver salt in a timely manner during regional shortages. Alternative suppliers:

2. American Rock Salt Company, Inc.
Dubois Middlesex Building
Mark Assini
585-243-9510 ext. 1404
3. Morton Salt (Montreal, Canada)

- d. There is a trend in the northeast to rely more on salt and less on sand for a number of environmental and budgetary reasons. Additional salt will work well on paved roads although some storms require a considerable application of sand on all roads (i.e. sleet and/or freezing rain).

6. Snow Plowing and Sanding/Salting Operations

- a. Public Works has organized the snow clearing equipment into (88) major routes for routine operations. Magnesium Chloride additives are being tested this winter and will be further defined in a future update to the Winter Operations Plan". The plow routes are depicted on a map located in the Control Center. Each complete route for a single truck is approximately forty (40) lane miles in length and takes six to seven hours to complete, once a major snow event is over. Dirt roads have been assigned their own routes as they require different ice and snow removal treatments. The routes have been established to meet the following criteria:

Provide the highest priority coverage to the roads with the heaviest usage (the major arterial) and a history of the severest conditions and/or accidents. The highest priority roads for each designated route are the following arterial roads:

Route #1 – Tandem Axle Dump Truck

Westford Rd., North Rd., East Rd., Hardscrabble Rd., McMullen Rd., Duffy Rd., Rollin Irish Rd., Marr's Hollow Rd.

Route # 2 – Single Axle Dump Truck

Main St., Railroad St., Mackey St., Hobbs Rd., Middle Rd., Bombardier Rd., Centre Drive.

Route # 3 – Tandem Axle Dump Truck

Lake Rd., Everest Rd, Bebee Hill Rd., Cadreact Rd.

Route # 4 – Single Axle Dump Truck

Manley Rd., Murray Ave., Sanderson Rd., Poor Farm Rd., Milton Falls, Overlake

Route # 5 – Tandem Axle Dump Truck

West Milton Road, Bear Trap Road, Industrial Park

Route #6 (See Appendix B) – Medium Duty & 1-Ton Dump Truck
Lamoille Terrace, Haydenberry, Ellison, Upper Cherry Street;
One-ton truck, side streets and hot spots (hills and high hazard intersections)

Route #7

Pick-up trucks, cul-de-sacs, narrow dead end roads

Route #8 – Single and/or Tandem Axle Dump Truck
Dirt Roads (See Appendix B)

In the event of an extreme storm event, equipment failure or operator absence, the Town Highway major arterial routes will be cleared first with the remaining usable equipment and available operators.

- b. Maximize the cycle capability of each vehicle to prohibit unnecessary reload trips for materials at the Highway garage.
- c. Plow routes are designed for mostly right-hand turns to avoid leaving windrows in intersections.
- d. Assign an intermediate priority to collector streets with lesser traffic loads and reduced history of accidents. A collector street is one that is being used or will be used to carry a substantial volume of traffic from a minor street(s) to a major street(s) or community facility. This normally includes the principle entrance street to a large subdivision or group of subdivisions, and the principle circulation street(s) within such subdivisions. Examples are Cherry Street, School Street, Herrick Avenue, Haydenberry Drive, Woodcrest Circle, Barnum Street, and Red Clover Way.
- e. Because of their location, adjacent to collector streets, many minor streets (not including dead-end streets and cul-de-sacs) will be cleared concurrently with collector streets or immediately following the collector streets. Examples are Stewart Lane, Hemlock Road, and Quail Hollow.
- f. Dead-end streets follow in priority, although many may be cleared earlier in the process to meet the objectives of efficient cycling. Examples are the cul-de-sacs in the Milton Falls Court subdivision.

- g. Cleaning cul-de-sacs is extremely time-consuming. Very often these areas will not be cleared until well after all other clearing operations are complete, after the storm event or the next day. Manpower is not available to clean cul-de-sacs during the storm event.
- h. The Town will take over the maintenance of roads when they are accepted as Town highways after the warranty period. The Town reserves the right to plow short segments of development highways prior to the acceptance of that segment by the Town, when that segment is in the warranty period, and if this action produces an overall improvement in time management or efficiency of the plow route. (see Section VI for more details)
- i. During the evening hours of a storm event between 9 p.m. and 1:00 a.m. typically no manpower, or a modified to reduced manpower schedule will be used, unless there is a continuous heavy snowfall or continuous icing.

7. Operating Flexibility

It is important to note that the approved plan, and the map located in the Control Center, are subject to change with each storm. Also, the time frame for clearing can vary markedly depending upon conditions and continuing effects of a storm. Other factors affecting the plan are:

- time of plowing
- school bus routes
- commuter traffic
- parked cars
- equipment breakdown
- assisting Fire, Rescue or Police Departments
- type, intensity and duration of the storm

- a. In order to guide the Public Works Department in utilizing the best available techniques in snow and ice clearing operations, a set of guidelines (not requirements) is provided in Appendix F. Operator judgment and close control of materials are key elements in managing snow/ice clearing operations. Each operator is responsible to make decisions regarding the blend of materials and application rates to keep the roads as safe and passable as possible while concurrently minimizing costs. In order to maximize efficiency each operator shall maintain an application chart in trucks where material management devices are installed.

- b. Operator and citizen safety is an important consideration during all snow/ice clearing operations and suggested safety practices are provided in Appendix G.
- c. Police Department staff are reminded that Town snow removal operations generally will not start until one (1) hour after the initial call, because of the time factor in getting crews in, equipment checked and materials loaded. Also, with routes requiring 6 ½ to 7 hours to plow completely, notification has to occur before **2:00 a.m.** or it is likely that the major roads will not be open by 7:00 am.

8. Applicable Ordinance/Laws

During snow clearing operations, it is important that motor vehicles are not parked in "...such a manner as to create or constitute an impairment to traffic or to interfere with the removal of snow or ice, or the sanding or salting of public streets and highways or to delay or preclude the delivery of emergency services, police, fire and ambulance constitute a hazard contrary to the public health, safety and welfare...". Because of this, the Board of Selectmen adopted a Motor Vehicle and Traffic Regulation Ordinance in 1984 (see Section 6, f-k.)

Title 19, Section 1111, Vermont Statutes Annotated Permitted Use of the Right of Way makes it unlawful to "...develop, construct, re-grade or resurface any driveway, entrance or approach or build a fence or building, or deposit material of any kind within, or to in any way, affect the grade of a highway right of way, or obstruct a ditch, culvert or drainage course that drains a highway, or fill or grade the land adjacent to a highway so as to divert the flow of water onto the highway right of way, without a written permit from the Board of Selectmen of a Town, as the case may be".

Also, Title 19, Section 1105, states that "...A person other than a municipality acting with respect to highways under its jurisdiction who places or causes to be placed an obstruction or encroachment in a public highway or trail, so as to hinder or prevent public travel, or to injure or impede a person traveling on the highway or trail, shall be fined not more than \$1,000.00 plus the actual costs of repairing the damage and a reasonable attorney's fee, to be recovered in a civil action in the name of the town or state. One or more items of logging or other equipment temporarily within the right-of-way of a trail shall not be actionable under this section if located in such a way as not to unreasonably impede passage. If the court finds that an action under this section was brought without substantial basis, the court may award a reasonable attorney's fee against the person bringing the action."

The purpose of these statutes is to protect the public. The practice of plowing snow from driveways across Town roads (perpendicular to the road) without removing the pile by plowing with the road creates a dangerous obstruction. Shoveling snow into the roadway will cause similar problems. Once frozen, the piles can cause vehicles to lose control and can also cause damage to the vehicles.

The Public Works Department will generally warn the responsible residents on the first occurrence. On subsequent violations, Public Works will notify the Police Department for appropriate action against motorists and residents who violate either the towing ordinance or obstruction statute.

Playing and building snow castles along the road edge in snow banks is extremely dangerous during snow removal operations. Public Works will destroy the castles and provide the resident with a notice concerning the action taken, why it was necessary and a warning against future.

9. Snow Removal on State Highways in the Town of Milton
Within the Town of Milton, the State maintained Highways are U.S. Route 2, U.S. Route 7, and Interstate 89.

Snow removal on these roads is the responsibility of the State of Vermont administered by the 5 Highway Garage located in Colchester. Questions or comments on these highways can be directed to the District Transportation Administrator, David Blackmore, at 655-1580 or email to David.Blackmore@state.vt.us.

D. Continuing Operations during Non-Storm Periods

After a storm event or during periods of lessened storm activity, a number of operations need to take place to insure readiness for subsequent winter operations.

1. Equipment needs to be inspected, using preventative maintenance techniques, and repaired if necessary. Special attention must be given to tires, brakes, and snow plows - including wings, shoes, bearings, augers and spinners.
2. Materials, especially salt, must be reordered to ensure an adequate stockpile on-site.
3. Plow routes must be driven to identify problems, especially illegal plowing by driveway contractors, problem mailboxes, and snow castles, etc. It is the responsibility of the route driver to identify these problems and report them to the Public Works Supervisor so that letters can be sent to correct the problem.

4. It is important to wing-back snow on road shoulders following each major snow storm and to clear critical areas to make room for future snow storage, especially at intersections. If the snow bank height becomes excessive, the top of banks will have to be cut down for proper visibility or future snow storage. If the snow is allowed to melt in place and refreeze, the result is a heavily compacted mass, which cannot be moved without considerable effort by snowplows. Therefore, winging-back is an on-going function that needs to be addressed as soon as storm subsides. The amount of stockpiled snow dictates that winging-back is needed.
5. The Town does not haul snow (in general). However, at specific locations, i.e. intersections, cul-de-sacs without storage space, school bus route, problem areas or sites of repeated accidents, the Town may selectively utilize the loader and dump trucks to haul snow from the site. The principle purpose of hauling is safety. The hauled snow shall be dumped at the old landfill site or at some other suitable and acceptable place as determined by the Public Works Supervisor.
6. It is important that roadway drains and catch basins be kept open to allow melting ice and snow to run off. A salt or solid calcium chloride application may be needed to free them of ice and snow.
7. Following a storm, generally within 5 business days, an investigation will be made of all storm related complaints received. The Public Works Supervisor or their designated representatives, Will complete the investigation. Their findings shall be made known to the complainant as soon as practicable. All such complaints will be handled through the Public Works service request tracking system.

E. Post Winter Follow Up

1. Review the winter snow clearing operations as soon as possible in the spring with all in-house personnel and outside groups involved, including but not limited to fire, rescue, police, schools, industry, the public and elected officials, to obtain input for improvement in the coming season.
2. Give all equipment a thorough maintenance check after the last snowstorm of the winter.
 - a. Sandblast and paint all plows, blades and spreader assemblies as appropriate.
 - b. Order new plow blades and other equipment as necessary.
 - c. Oil and grease all moving parts before storing equipment.

3. Schedule summer construction for areas where road defects have resulted in problems during the winter, such as ice patches.
4. Identify new equipment needs for improving operations.
5. Provide the opportunity for employees to attend snow conferences and other events to broaden their understanding of snow clearing operations and to become aware of changes in equipment and technology.

IV. Winter Wastewater and Water Operations

A. Prior to the onset of winter, the Water/Wastewater Division will:

1. Check hydrants and valves to insure their operability
2. Flag all hydrants for winter locations
3. Inventory and order necessary emergency materials
4. Insure that used fire hydrants are drained prior to winter

B. Winter Operations

1. Following storms, the principal responsibility of the Water/Wastewater Division shall be to clear snow and ice from around essential (Schools, Public Buildings, Emergency Services) hydrants and to clear pedestrian access lanes to Water/Wastewater Buildings and pump stations, with help from the Public Works Department.
2. The Water/Wastewater Division provides primary backup to the Highway Division in the event of a prolonged winter storm event or lack of personnel due to illness, etc.
3. The Water/Wastewater Division has responsibility for the repair of broken and frozen water mains, within the overall limit of Town responsibility up to and including the service curb stop. The Town will assist in the thawing of frozen private service lines to the extent possible. However, assistance will be rendered only during normal working hours. Water & Wastewater Rate Schedule A outlines the process, rates and statement of services.
4. In the event of a power failure at the Wastewater Treatment Plant, River Street Pump Station, US7 Pump Station, Middle Road and Catamount Pump Stations the auxiliary generator will start automatically. Fuel tank levels will be maintained above half full.
5. In the event of a power failure at the Water Plant (McGrath Reservoir) the auxiliary generator will automatically start, supplying power to the Hydroneumatic system, and the Town base radio. The Telemetry Control

System will require manual resetting upon restoration of power. When full, the twin water tanks contain approximately three (3) days' worth of storage. The Maplewood Avenue Booster Pump Station has emergency power. In rare cases water conservation measures may be requested of all users per the Milton Water Ordinance, Section 3-B, 5-2.

6. When fire hydrants are used by the Fire Department during the winter, the Fire Department will notify the Police Department immediately following the fire and identify the used hydrants by number. The Police Department will immediately notify Public Works through the alert notification roster, so the hydrants can be drained before they freeze.

V. Coordination/Communication/Public Information

- A. All communication from the public concerning conditions and problems should be directed during normal working hours (8:00 a.m. to 5:00 p.m.) to the Public Works Administration Office (893-6030) or Public Works Directors Office (893-6030). Emergency requests during non-working hours should be directed to the Police Department (893-2424) for relay to the Public Works Supervisor, Public Works Director, or staff at the Town Garage. The Town Garage phone system (893-1851) is intended for internal use only and not for direct communication between the public and the Division.
- B. During winter storm events, the Town Garage maybe unmanned when the Highway Division personnel are out on the roads, or when the personnel rest requirements dictate that plow drivers go home to sleep and/or eat. During these low/no manning periods, there may be no one available at the Town Garage to answer the telephone. However, Town officials may still have the need to communicate with the Public Works Department regarding road conditions, snow clearing progress or other issues.

Town officials must use the existing Town staff chain of command in the event they need to communicate with the Public Works staff during a storm. This means contacting the Public Works Director (999-2228). If the Public Works Director is not available by telephone or radio, the Public Works Supervisor should be contacted directly at (578-1530).

- C. Complaints or requests for service, when received, must be input into the service request database with the required information noted.

The complaints will be reviewed and investigated by the Public Works Department with corrective action taken as deemed appropriate.

- D. Because of the volume of complaints specific to objects in the Town right-of-way and damage to property, the following Town policy has been established:

1. Title 19, Section 1111 prohibits encroachment of the Town right-of-way (ROW) without prior approval by the Selectboard. Objects in the ROW are placed there at the owner's risk and the Town assumes no responsibility for any damage to objects placed in violation of the statutes. Common items damaged are, but not limited to fences placed within the Town ROW, flower pots/beds, landscaping, trees, lawns, basketball hoops, etc.
 2. To ensure mail delivery to all rural residents, the Town has provided a blanket authorization for mailboxes/posts to be located in the Towns ROW. The Town has information available to the public, upon request, with regard to Federal guidelines that control the specific location of the mailboxes/posts and may require the homeowner to move the box/post to a more suitable location. (See Appendix J)
 3. Occasionally mailboxes are damaged by snow plowing operations due to poor visibility, the mailbox being buried in a snow bank or the weight/volume of the snow being plowed. The damage is not deliberate and in most cases unavoidable. While mailboxes have a blanket authorization to be located within the right of way, the responsibility to maintain, repair or replace mailboxes lies with the property owner. The Town will not repair or replace mailboxes/posts damaged by private contractors and homeowners during driveway clearing operations. If a mailbox that is properly installed and is in good repair is physically struck by the Town's plow truck, the Town will provide a generic USPS Post Office approved box at no cost to the property owner.
 4. The Town will restore or replace objects located on private property outside the ROW that have been damaged as a result of its snow or ice clearing operations.
 5. Recovery of damages will be pursued by the Town if Town equipment is damaged due to objects placed in the Town ROW.
- E. When conditions are especially severe, the Public Works Supervisor, working in concert with the Public Works Director, may issue a special snow emergency statement advising the local media, radio station, industries and schools that conditions may adversely affect their operations. One or all of the following parties will be notified when this occurs:

<u>Contact</u>		<u>Phone #</u>
Milton Fire Department	Police Dispatcher	264-5555
Milton Rescue	Police Dispatcher	264-5555
Milton Town School System		893-5400

Milton School Bus Garage	893-1334
Newspapers: Milton Independent	893-2028
Burlington Free Press	863-3441
St. Albans Messenger	524-9771
Radio Stations: WJOY/WOKO (fax #862-0786)	658-1230
WEZF (fax #655-0478)	655-0093
WVMT/WXXX (fax #655-1329)	655-1620
WIZN (fax #860-1818)	860-2440
Television Stations: WCAX	652-6300
WPTZ	655-5588

F. Public Access Sand Pile

The Town will make available a small quantity of winter sand, in a location accessible to Milton property owners/residents. This will normally be placed near the south boundary of the Town Garage property, on the right of Ice House Road. The location may change to meet operational needs, but will remain in a location accessible to the property owners/residents of Milton. In the event that the overall sand supply runs low, the Town may stop providing this material at the Public Works Director's discretion.

This sand is intended exclusively for individual use by private property owners/residents. Private property owners/residents are allowed to take sand from the pile, however they shall limit the amount they take up to one (1) five gallon bucket per storm event. Use by and/or for commercial properties, snow plowing businesses, or property managers is forbidden. These use restrictions will ensure availability to the most residents' possible.

Property owners/residents shall not be allowed direct access to the winter sand storage area behind the Town Garage at any time.

G. It is important that, as part of the communication/public information program, the following issues be communicated each year to the residents, at or near the beginning of the winter storm season:

1. Snow should not be blown/plowed or shoveled into the Town highways.
2. The nightly parking ban needs to be respected and cooperation is needed during other times of the day when storms are occurring and parked cars need to be moved.
3. Castles, forts, tunnels and other similar structures cannot be allowed in roadside snow banks. Appendix J is sample letters to residents regarding objects in the Town's ROW.

4. Mailboxes/posts need to be properly installed and lids closed when not in use. Appendix J contains instructions for placement of mailboxes.
5. Snowplows must be respected, given their width, weight and speed. Drivers often will attempt to crowd snowplows or homeowners will attempt to protect their shoveled drive by placing objects and/or standing at the entrance. Both practices invite disaster because of the lack of maneuverability of these vehicles, the generally icy conditions and often the inability to see under blowing snow conditions.
6. Objects in the Town ROW need to be moved or relocated during the winter. Basketball backboards can be turned away from the street. This will prevent the hoops from damaging plow trucks or causing accidents.

VI. Plowing Non-accepted Public Highways

The Town of Milton Publics Works Department, Highway Division will consider the winter maintenance of a Developer's non-accepted public infrastructure during the warranty period under the following conditions:

- A. The Town has the manpower, equipment, and material resources available to complete the work.
- B. The proposed segment(s) to be plowed shall have either a completed loop or a temporary or permanent hammerhead located at the end of the segment(s) to be maintained.
- C. The segment(s) shall be paved and any storm water and sewer structure set so that it will not damage plowing equipment. The Developer may pave the surface course of pavement to facilitate winter maintenance with the understanding that at final inspection any pavement defects will have to be fixed to the meet the Town Public Works Specifications.
- D. Segment(s) to be maintained must be a minimum of one thousand (1000) feet long or a completed highway segment is a loop. The development shall have two separate accesses onto a current public highway where designed.
- E. The Developer understands and agrees to the condition that the Town of Milton is not liable for any damage caused to said infrastructure caused by Winter maintenance and the Developer will have to correct any damage at his/her expense prior to acceptance of the infrastructure by the Town of Milton. The Developer shall maintain liability insurance to protect the Town during the period of the warranty.
- E. The Developer shall contract for the plowing service by the Town of Milton. The

fee will be paid in advance of the winter plowing season based on an estimate of labor and materials used. Cost to include rate of vehicle plus operator from cost developed by the Town. The Developer shall pay the Town for all estimated material used to maintain highway or highway segment(s). Sand shall be charged at the Town Winter Sand bid price and the application rate shall be three hundred (300) lbs. per lane mile. Salt shall be charged at the Town Winter Salt bid price and the application rate shall be one hundred (100) lbs. per lane mile.

- F. The Town of Milton Public Works Department shall not maintain any development highway segment that has not been paved, is under construction, or deemed not plowable by the Public Works Supervisor.
- G. The Town may determine to plow a segment of warranted but not accepted highway if the segment to be plowed improves the time management or efficiency of the plow route. The Developer shall be required to pay the Town for this plow service.

VII. Sidewalk Winter Maintenance Program

The Town of Milton maintains access to sidewalks contiguous to the Town Core that meet design requirements as established in the Public Works Specifications, adopted October 6, 1997 and as amended. The following are general guidelines for the program.

- A. The sidewalk plow route is attached as Appendix E. Sidewalks contiguous to the Town Core sidewalks shall be plowed (subject to the following paragraphs). Sidewalks in the public ROW constructed as part of a new subdivision may be plowed when the Town has accepted a warranty deed for the ROW.
- B. Sidewalks added to the plow route shall be contiguous with the Town Core and a majority of the lot owners or association members in the subdivision shall provide a written petition to the Public Works Director for inclusion in the sidewalk plow route. Extensions of the sidewalk plow route for new or existing sidewalks will be considered provided that sufficient manpower, equipment, and material resources are available to complete the work.
- C. The Town of Milton is not responsible for winter maintenance of sidewalks that are not contiguous with the Town Core sidewalks.
- D. The Town may decide to assist a subdivision in clearing a school bus stop within the public ROW based on a written petition to the Public Works Director requesting the service.
- E. Shared use paths that meet the design requirements as established in the Public Works Specifications, adopted October 6, 1997 as amended shall be plowed if contiguous with the Town Core sidewalks and appropriately petitioned for inclusion in the sidewalk plow

route. Shared use paths shall be plowed at least to the same width and standard of a sidewalk.

The winter maintenance of sidewalks is a secondary priority to maintaining safe and passable roads. The call out time for winter sidewalk maintenance shall be as deemed appropriate by the Public Works Supervisor. Sidewalks shall be plowed in a timely manner as determined by severity of the storm. Sidewalk maintenance may be temporarily deferred to concentrate on making roads passable based on the discretion of the Public Works Supervisor. As a general rule sidewalk plowing will begin after route plowing has concluded to avoid the practice of repeat plowing of the sidewalks.

APPENDIX A

AVAILABLE PERSONNEL AND EQUIPMENT

VEHICLE AND ROUTE ASSIGNMENTS (DT= dump truck with plow, wing, and spreader)

<u>Route</u>	<u>Vehicle</u>	<u>Completion Time</u> (6 to 8 inch storm)
# 1	Tandem Axle DT	6.5 hrs.
# 2	Single Axle DT	6 to 7 hrs.
# 3	Tandem Axle DT	6.5 hrs.
# 4	Single Axle DT	6.5 hrs.
# 5	Tandem Axle DT	6 to 7 hrs.
#6	2012 Low Pro	
#7	¾ & 1 Ton Pick Up Trucks	
#8	Tandem & Single Axle DT	

OTHER STORM ASSIGNMENTS

<u>Route</u>	<u>Vehicle/</u>	<u>Completion Time</u>
Cul-de-sacs	¾ & 1 ton P-Up	8 hrs.
Hills, curves, dead-end Roads, and assist with Cul-de-sac route.	one-ton dump trk-	7 hrs.
Sidewalks		8 hrs.
Equipment Maintenance		3 hrs per storm
Yard Maintenance (plow yard, mix and screen sand)		3 hrs per storm

STORM SUPERVISION AND FOLLOW-UP (Public Works Supervisor)

Monitor weather, call in crew and report to duty in time provide advice to buses and school on road conditions. Handle all incoming calls, radio dispatches, and continue to monitor weather conditions. Resolve issues related to plowing as they are reported to Public Works. Advise crew as to when to do final scraping and salting. Assist with cul-de-sacs as able and do final check of road conditions before sending crew home. Apply salt to hot spots when doing final check of road conditions. Assure that all storm data has been properly recorded. Provide final update to the Milton Police Department.

APPENDIX B

CUL-DE-SACS, BUS TURNAROUNDS, DEAD END ROADS, HOT SPOTS

CUL-DE-SACS

Hidden Meadows
Adams Park
Quarry Lane
Hunting Ridge
Winter Lane
Kingsbury Road
Moss End
Emile Drive
Beaver Brook Road
Maplewood Avenue
Riverside Drive
Rebecca Lander Drive
Village Meadow
Timothy Court
Lamoille Terrace
Kim Lane
Lena Court
Edgewater Terrace
Long Pond Drive
Jonzetta Court
Howard Drive
Smith Road
Sawyer Avenue
Streeter Brook
Delma Drive
Sonya Road
Quail Hollow
Thrush Drive
Milton Falls Court
Waterwheel Way
Sheldon Road
Poor Farm Road, (end)
Jackson Lane
Valley View Drive
Raspberry Court
Lacasse Drive
Pine Harbor Road
Country Lane
Chrisemily Lane

Kendra Drive

BUS TURNAROUNDS

Everest Road
Kim Lane
Allen Brook Drive
Racine Road
Rowley Road
Hibbard Road
Manley Road
Ritchie Avenue
Cobble Hill Road
Cooper Road
Bus Turn Around
Westford Road
Irish Road
East Road
Hardscrabble Road
Reynolds Road
Hunting Ridge

DEAD END ROADS

Turner Ave
Woods Court
Moss End
Erling Drive
Sawmill Road
Marque Road
Dixon Road
Bezio Road
Henry Road
End of Everest Road
Costello Road
Howard Street
Kilburn Rd
Clapper Road
Morgan Road

HILLS

Westford Road

Hardscrabble Road
East Road Trestle
Cooper Road
Hunting Ridge
Milton Falls
West Milton Road
Bear Trap Road
Lamoille Terrace
Ellison Street
Edwards Street
Allen Drive

INTERSECTIONS

Main Street & US7
Main St & Railroad
Duffy Hill & Mars Hollow
Poor Farm & Lake
Lake Rd & US7
Main & North Road
Railroad & Middle
Bombardier & Hobbs

DIRT ROADS

Hibbard Road
Dixon Road
Beebe Hill Road
Henry Road
Cadreact Road
Bezio Road
John Rowley Road
Bullock Road
Kingsbury Crossing (end)
Reynolds Road
Hardscrabble Road (end)
Kienle Road (end)
Marcoux Road
Eagle Mountain Harbor Rd
I-89 Emergency Gate Access

APPENDIX D

CONTRACTORS WHO MAY ASSIST THE TOWN IN
SNOW CLEARING OPERATIONS

UNDER SUBCONTRACTED SERVICES

<u>NAME</u>	<u>TYPE OF SERVICE</u>	<u>TELEPHONE #</u>
Karl Mossey Fairfax, VT	Light Plowing	849-9839
Ron Bevins Excavating Brian Bevins (Contact) 141 River St.	Light Plowing & Snow Hauling Milton, VT 05468	Brian Bevins 802/355-4953
Reggie Smith Mark Curtis Hartwood Landscaping 118 Marris Hollow Road Milton, VT 05468	Hauling Light Plowing	879-4425
Hayes Excavation & Landscaping (John) 288 Hardscrabble Road Milton, VT 05468	Light Plowing	893-1867

APPENDIX E

MAP OF SIDEWALK PLOW ROUTE

APPENDIX F

GUIDELINES AND OPERATING INSTRUCTION FOR ICE AND SNOW CLEARING TECHNIQUES

A. Techniques

1. Common sense and careful adherence to material application rates are key components of an effective snow removal operation. Also, timing is critical in applying salt, and sand. Deicing should begin as soon as the snow starts to accumulate to keep snow and ice from bonding to the pavement.
2. When a significant amount of snow begins to accumulate, generally plow, and stop the application of deicer. As a rule apply salt before significant accumulation and wait until the last plow cycle to reapply and the wait to scrape.
3. Once the snow has stopped and plowing is finished, return to areas where drifting has occurred. Clear out the excess snow before it has time to harden. It is easier to push the drifts away from the road or cut down drifts when the snow is still fresh.
4. Remove snow (if necessary) from intersections, sharp corners and bends to improve visibility.
5. Remove the windrows on the sides of bridges to prevent drifting. If windrows are allowed to remain, available roadway will be reduced and snow will later melt and form ice.
6. Give salt time to work. Generally salt early to create brine at the snow/road interface and salt late for extended clearing.
7. Increase salt application during the night and on sunless days and when the temperature drops sharply. Without the sun, you lose the effect of pavement radiation and warmth.
8. Wing-back snow banks at the first available opportunity following a storm.

APPENDIX G

WINTER SAFETY GUIDELINES

I. Personal Safety

The potential for personal injury increases significantly during winter operations due to the effects of cold temperatures, inclement weather, long periods of continuous operation, working in traffic areas during storm conditions and the tendency to "rush" to handle emergencies. Each employee needs to take personal responsibility for his/her own safety by exercising common sense and good judgment. To help prevent cold weather injuries, the following guidelines are provided:

A. Wear Proper Clothing

1. Dress in loose-fitting layers for the most adverse conditions expected. Loose clothing allows the blood to circulate freely which helps prevent frostbite. Layers can and should be removed while in a heated cab; however, all appropriate clothing, i.e., wet or cold weather outer-garments needs to be carried in the vehicle each time the vehicle leaves the garage. The gear has to be available in the case of an accident, vehicle breakdown or assistance to other drivers.
2. Protect your feet by wearing warm, dry boots; keep dry socks and wet weather boots readily available for use. When outside vehicles, no insulated boot will keep your feet warm if you remain inactive or motionless for long periods.
3. Keep an extra pair of dry gloves in the vehicle.
4. When outside the cab, wear a cold weather hat that protects the ears from frostbite. Heat loss from the body is more rapid when a hat is not worn.

B. Prevent Dehydration

1. The first evidence of dehydration is signaled by a dark yellow colored urine. Other indicators are slow motion, no appetite, stomach sickness, drowsiness, tingling in the arms and difficulty in walking.

Carry fluids in the vehicle -- water, tea, coffee, soup. **Any employee using alcohol on the job or driving under the influence of illegal drugs or alcohol will be subject to immediate suspension or termination.**

C. Recognize Symptoms of Common Injuries/Life Threatening Conditions

1. Exposure to cold and wind chill factors

- a. Wind, in combination with cold temperatures, creates an equivalent lower temperature. A 0°F actual temperature with a 15-mph wind is equivalent to a -24°F temperature.
- b. Initial symptoms of exposure to cold include shivering, numbness, low body temperature, drowsiness and marked muscular weakness.
- c. Treatment involves getting to a warm area as quickly as possible, re-warming by adding clothing, wrapping in a blanket, drinking of hot liquids.

2. Frostbite

- a. Frostbite results when crystals form in the fluids and underlying soft tissues of the skin. The effects are more severe if the injured area is thawed and then refrozen. Frostbite is the most common injury resulting from exposure to cold elements. Usually, the frozen area is small. The nose, cheeks, ears, fingers and toes are most commonly affected. Just before frostbite occurs, the affected skin may be slightly flushed.
- b. Symptoms include: skin becomes white, gray or waxy yellow; skin tingles, becomes numb; pain may occur, let up - pain will be intense during thawing; blisters may form; the area of frostbite swells and feels hard.
- c. Treatment includes:
 - Protect the frozen area from further injury.
 - Gradually warm the frostbitten area as soon as possible.
 - Seek medical assistance immediately in the case of severe frostbite.

3. Snow blindness

- a. Snow blindness occurs when the ultra-violet rays of the sun are reflected from a snow covered surface.
- b. Symptoms include: gritty feeling in your eyes; pain over the eyes; red, watery eyes.
- c. Prevention: use sunglasses on bright sunny days.
- d. Treatment: wet compresses applied to the eyes, blindfolding the eyes, rest and recovery.

4. Carbon monoxide poisoning

- a. Carbon monoxide is a deadly gas and is particularly dangerous because it is odorless and colorless.
- b. Symptoms include: headaches, dizziness, yawning, a sick stomach and ringing ears in cases of mild poisoning. Severe cases will cause the heart to throb or flutter.
- c. Treatment involves getting ventilation or outside air. Unconscious victims should be given mouth to mouth resuscitation and medical assistance obtained immediately.

II. Equipment Safety

- A. Perform all pre-operation checks of vehicles to insure that critical vehicle systems are operational before leaving the garage.
- B. Check each vehicle for working safety/emergency equipment onboard to include:
 - flashlight
 - fire extinguisher
 - first aid kit
 - safety flares
 - warning signs with reflectors
 - operational communications equipment
 - shovel, hammer, pliers, screwdrivers
 - safety vests
- C. Do not exceed appropriate speeds for the equipment or operation.

III. Operational Safety

- A. The Public Works Supervisor is responsible for routinely checking fatigue levels and switching/relieving drivers as necessary. In general, operators should not exceed shift lengths of sixteen (16) hours, except in extreme emergencies. The Public Works Supervisor also needs to pre-qualify drivers to ensure they have the capability and skill to operate assigned equipment.
- B. The mechanic will routinely check vehicles to verify operator preventive maintenance and to check on the operational capability of the equipment.
- C. Operators need to be especially cognizant of the following situations:
 1. Changes along the route, such as relocated mailboxes, new curb cuts, deep ditches, etc.
 2. Pedestrians in the roadway or in a position where thrown snow can knock an individual down.

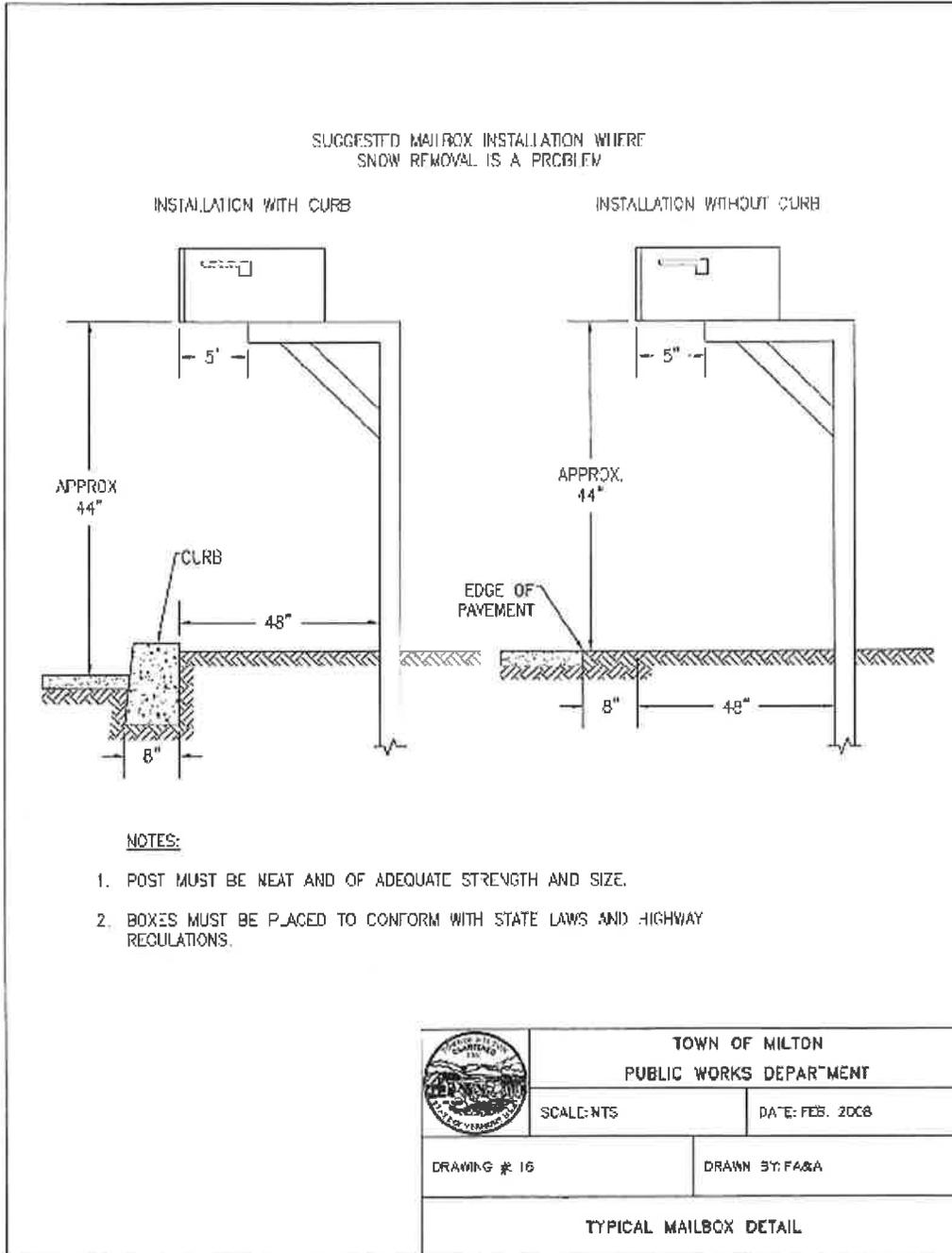
3. Children playing in snow banks; snow forts.
 4. Inability to see immediately behind vehicles, especially when backing up.
 5. Crowding the centerline.
 6. Excessive speed.
- D. Safety briefings will be held as part of the Snow Day session and periodically during the winter on at least a monthly basis.

APPENDIX H
ADJACENT TOWNS
CALL LIST

<u>TOWN</u>	<u>CONTACT PERSON</u>	<u>WORK TEL #</u>
Colchester	Bryan Osborn	264-5625
Essex Town	Dennis Lutz	878-1344
Essex Junction	Rick Jones	878-6944 (Office) 878-6942 (Garage)
Jericho	Kenneth Barkyoumb	899-4936 (Office) 899-3180 (Garage)
South Burlington	Justin Rabidoux	658-7961
Underhill	Rodney Fuller	899-9959
Westford	Brent Meacham	318-2794 879-4306 (Garage)
Winooski	Steve Woodworth	655-1957
VTrans District 5	David Blackmore	655-1580
Georgia	Wesley Combs	881-1384

**APPENDIX I
INSTRUCTIONS FOR INSTALLATION OF MAILBOX & POST**

<https://www.usps.com/manage/know-mailbox-guidelines.htm>





TOWN OF MILTON, VERMONT 05468

Department of Public Works:
Admin, Buildings and Grounds, Highway Operations, Water and Wastewater

Date

Address

Subject: PLOWING INTO A ROADWAY

As a matter of Public Safety, plowing snow into and across Town highways is prohibited by state law (Title 19, Section 1105).

The plowing of snow across any public roadway can create unsafe travel conditions which may result in an accident or damage to a motor vehicle. Shoveling snow or blowing snow into the road is also capable of creating an unsafe condition. Even small amounts of snow, freezing in the roadway, can cause loss of control or damage to a vehicle.

The Public Works Department asks all Milton residents to please refrain from putting snow into the roadway or piling snow on the edge of the road which may protrude into the road.

This notice is being sent as a courtesy to you. We have noticed this situation at your property and wish to avoid a situation wherein we would need to invoke State Statutes.

Thank you, in advance, for your cooperation. If you have questions or feel that your situation may warrant pushing snow across a town road, please contact us at the Public Works Office by calling 893-6030.



TOWN OF MILTON, VERMONT 05468

**Department of Public Works:
Admin, Buildings and Grounds, Highway Operations, Water and Wastewater**

Date

Address

Subject: PARKING NOTICE

Please be advised that during “Winter Plowing Season” which extends from December 1st to April 1st each year, there is a parking ban in effect from midnight to 8 A.M. each day.

All roadways, including cul-de-sacs and other turn-around areas, must be clear of vehicles during the dates and hours referenced above.

All Town roads will be free of parked vehicles during the posted time or they may be towed at the owner’s expense.

Please be aware that the Town of Milton has no desire to tow your or any other vehicle. The large trucks used to plow roadways cannot safely maneuver with vehicles parked on roadsides and in turn-arounds.

This notice is being sent as a courtesy as we have noticed your vehicle parked on Town roadways or we have noticed vehicles in front of your property. We hope to avoid towing any and all vehicles.

We thank you in advance for your cooperation. If you have any questions regarding this notice please call the Public Works Office at 893-6030.



TOWN OF MILTON, VERMONT 05468

Department of Public Works:
Admin, Buildings and Grounds, Highway Operations, Water and Wastewater

Date

Address

Subject: OBSTRUCTION/OBJECT IN THE RIGHT-OF-WAY

This letter is being written to advise you of certain policies and laws with regard to objects being placed into the Town's the right of way and/or roadway.

Title 19, Section 1105 and 1111 of the Vermont State Statutes allows cities and towns to protect the public using right-of-ways and/or roadways. The Town of Milton adopted a Motor Vehicle and Traffic Regulation Ordinance. This Ordinance and the Winter Operations Plan provides another tool by which the Town is able to protect those who use public highways and can efficiently perform their work in a safe manner to the public as well as themselves.

The placement of an object(s) within the right of way prohibits the orderly and effective removal of snow on roadways. The act of placing an object such as, but not limited to, a vehicle(s), landscaping, basketball hoop(s) or playing and/or building of snow castles along the edge of the road is also extremely dangerous to people and the Town plow equipment.

This notice is being sent as a courtesy to you. We have noticed this situation at your property and wish to avoid a situation wherein we would need to invoke State Statutes.

We thank you in advance for your cooperation. If you have any questions regarding this notice please call the Public Works Office at 893-6030.