



TOWN OF ENFIELD
DEPARTMENT OF PUBLIC WORKS
SNOW AND ICE CONTROL PLAN



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Connecticut River 2018

GOAL OF SNOW AND ICE CONTROL PLAN OPERATIONS

The Town of Enfield Department of Public Works (DPW) will conduct snow and ice control activities that afford emergency vehicles and its residents reasonably safe and passable (not necessarily bare) road surfaces as much of the time as possible. To accomplish that, snow and ice accumulations will be removed as soon as possible, consistent with stated priorities and resources. To the extent possible, the bond of snow and ice to the pavement will be prevented by the timely application of ice control chemicals (Deicing strategy). Abrasives may be used as necessary to provide temporary friction improvement.

Certain conditions such as blizzards, whiteouts, other locally severe snow or ice events, thin ice formation in the absence of or during very light and spotty precipitation, and other conditions unknown to or beyond the control of DPW's maintenance forces may temporarily preclude achieving this goal.

STATEMENT OF OBJECTIVES

The primary objective for the DPW during snow and icing events for the Town of Enfield is to provide for the passage of emergency vehicles. Secondary objectives for DPW staff is to provide for the safe and orderly movement of traffic and pedestrians on Enfield's approximately 183 miles of streets. This snow and ice control plan outlines the procedures used by DPW for snow removal operations.

The purpose of this snow and ice control plan is to transform the procedures and policies for snow and ice control that have been developed over the years into an effective and uniform set of actions; and to more efficiently provide standard response procedures to residents, elected officials, and third parties such as emergency response organizations, schools, etc. The actions to be taken by snow and ice response crews as described in this plan are a direct result of input provided by the Town Manager, Director of Public Works, Division Supervisors and Staff.

DPW is responsible for the development of this snow and ice control plan and will coordinate with other Town Departments and the State of Connecticut Department of Transportation (CTDOT) as necessary. This plan will be reviewed annually to update as needed.

FORECASTING

The Town of Enfield has four (4) systems of weather forecasting and information regarding the progress of storms:

1. Subscription to DTN Weather Sentry, a web-based weather forecasting which provides 72 hours of hour by hour forecasting with precipitation and snow total predictions,
2. Internet weather sites, and
3. Cable and local news weather channels-free service provided by Cox Communications. This allows us to get local weather forecasts from multiple television sources to get a best plan of action and indication as to what is happening.

MOBILIZATION

When notification of a winter storm is approaching, within two (2) hours of precipitation occurring, DPW Highway Division trucks are activated and dispatched to pretreat their assigned routes.

The DPW Buildings and Grounds Division simultaneously dispatches trucks to pretreat routes in the Thompsonville Section of town (west side of Enfield Street (Route 5) from Enfield High School, north up to the state line).

When winter precipitation events are predicted with less than 50% chance of precipitation, the Highway Maintenance Division relies on the Enfield Police Department to notify DPW staff after hours if road conditions are poor and need snow or ice control.

SNOW AND ICE CONTROL PLAN PROCEDURES

At the onset of a winter event, the Highway Division staff assigns plow runs utilizing Highway and Refuse and Resource Management (RRM) personnel. A Buildings and Grounds Supervisor is notified of the plowing plan and simultaneously dispatches employees assigned to snow and ice control of the Thompsonville section of Enfield. As a storm progresses to a plowing operation, the remaining available equipment is staffed utilizing available out-of-division employees from RRM, Water Pollution Control and the Buildings and Grounds Division. Fleet Maintenance Division assigns mechanics to assist with equipment transitions and handle potential breakdowns.

The main arteries are treated with salt and calcium chloride first, then treatment of the primary subdivision access roads and lastly all secondary roads, dead ends and cul-de-sacs. Main arteries are typically defined by roads with centerline pavement markings. Primary subdivision access roads are typically roads that lead from a large subdivision on to a "main arterial road." Pretreatment of the roads is done to prevent the snow/ice from bonding to the pavement.

Once an accumulation of 2 to 3 inches of snow is received, plowing of the main arterial roads begin. If weather forecast calls for rain or freezing rain, plowing is held off to utilize the snow cover to absorb the rain or freezing rain. This is done to prevent the formation of glazed ice on the plowed road surface. All main roads and primary subdivision access roads are cleared to allow emergency services (Police, Fire, and EMS) and residents to travel about the town safely. Primary subdivision roads are cleared to provide residents with a relatively short distance within subdivisions to a treated roadway. Timing of plowing subdivisions depends on the nature of the storm and is handled on a storm-by-storm basis. When snowfall accumulations of more than 6" are expected, every effort is made to make at least one pass through secondary roads during the snow event to allow residents to get to their homes. It takes an average of 6 to 8 hours, from the completion of a snow event, to plow and treat all town roadways. The day after a snow event, all streets are revisited for cleanup which includes treating with salt or pushing back road edges as needed.

Once determined that snow accumulations will exceed the ability of the DPW to maintain the roads, spare town trucks will be utilized to assist with plowing operations and the DPW will call in contracted plowing services to support in clearing snow. Contracted trucks are assigned to specific areas for plowing. This is done to familiarize the contractors with an area so they can provide the best possible snow clearing service.

Depending on the weather forecast, either or both Assistant Director and Highway Division crew leader will work the entire winter event supervising the storms operations. Once contractors are called in, the RRM crew leader will assist the Highway Division crew leader as a route ranger overseeing half the Town's plowing operations which includes the progress of the snow and ice control plan operations as well as reporting road conditions and responding to complaints. The streets of the Thompsonville Section of town are plowed and treated by Building and Grounds crews and supervised by Building and Grounds Facility Manager and/or crew leader.

When snowfall accumulation amounts are excessive and create a hazard in Thompsonville, the DPW will remove snow from narrow streets in the Thompsonville section and cul-de-sacs. This process is done using a loader mounted snow blower, town vehicles and contracted trucks to remove the snow to an alternate location. This is generally started within 2 days of the completion of a large storm event. This is done to provide room for future snow storms, and parking. The snow is brought to a designated snow stockpile area located at Brainard Park and the Enfield Transfer Station on 77 Town Farm Road.

DPW stores a minimum of 500 tons of salt, 100 tons of sand and 1500 gallons of liquid calcium chloride for snow and ice control materials. Several DPW trucks are equipped with liquid calcium chloride tanks to assist with snow and ice control.

BUILDINGS AND GROUNDS

DPW has crews assigned to plow streets in downtown Thompsonville. The remaining crews are responsible for keeping municipal sidewalks and lots open. Most times there are two 2-man sidewalk crews and two trucks cleaning walks and lots in 15 municipal buildings. Special attention is given to EMS, Adult Day Center and the Police Department. Whenever possible, extra crews are added during normal operating hours at the buildings. When the buildings close, one crew concentrates on EMS, Adult Day Center and the Police Department. There are four (4) trucks and two (2) loaders assigned to twelve school lots. Schools need to be kept open for emergencies, custodial access and principals that report to work when classes have been cancelled. A small tractor is assigned to the downtown area where most residents are walkers. Once the storm has ended and all routes for municipal/school lots and walks are complete, the crews begin cleaning town-owned sidewalks while the loaders begin moving snow from building entrances. After the sidewalk clock expires, two crews respond to residential sidewalk complaints, issue a citation and clear the walkways.

CUSTODIAL SERVICE

Custodians are responsible for clearing sidewalks around their buildings before school starts.

SIDEWALK SNOW REMOVAL

DPW will determine the end time of each snow and ice event. The Facility Manager will then set the time, the 24-hour sidewalk clock, by which all residential sidewalks must be cleared of snow. Residents will be notified of the 24-hour sidewalk clock through the methods identified on the Snow Event Notification Log (*see next page*).

PARKING BAN

Parking bans are put in place when two to three inches or more of snow are “**PREDICTED**”. ***NOTE: there are times when the weather forecast is inaccurate. DPW will always operate as if the forecast will be accurate. This is for the safety of the Town of Enfield.*** Parking bans are enforced under the Town of Enfield Code of Ordinances Sections 82-62 and 82-63. With the threat of a large snow event, DPW will utilize all the organizations and methods in the Snow Event Notification Log section of this snow and ice control plan to inform residents of parking bans and the sidewalk clock. Another alert system used by DPW is the blue light parking ban beacon. Blue lights will be installed at four (4) intersections (see below) and will be illuminated prior to the parking ban taking effect. The light will remain illuminated throughout the duration of the parking ban. The purpose of the blue lights is to notify residents that it is necessary to move cars parked on town streets and there is an active parking ban. **When the blue light is turned off normal street parking can be resumed, and all vehicles parked in any of the authorized parking lots must be removed within 24 hours or they will be towed.**

Blue Light Locations

- Intersection of Enfield Street and Elm Street
- Intersection of Enfield Street and Alden Avenue
- Intersection of Enfield Street and High Street
- Intersection of Pearl Street and South Street



Actual beacon may look different

When weather forecasts predict a significant snow event, parking bans are placed far enough in advance of a storm to allow time for residents to remove their vehicles from the roadway. The Town of Enfield Police Department (EPD) will be used to assist DPW with parking ban enforcement. EPD will enforce the parking ban by having the owners move their vehicles off the road, ticketing vehicles and, if need be, having vehicles towed at the owner’s expense.

Parking bans are especially important for the Thompsonville section of Enfield. Under the Town of Enfield Code of Ordinances Sections 82-62, at the direction of the Town Manager, all streets in Thompsonville can begin to be cleared of vehicles in violation of the parking ban after one inch (1”) of accumulation of snow due to the narrow streets. This will allow plow trucks to effectively perform snow and ice control on the roads in this area.

SNOW EVENT NOTIFICATION LOG

If a significant amount of snow is forecast, DPW will initiate a parking ban. The Snow Event Notification Log states what organizations and methods the Town of Enfield uses to inform the public of the oncoming parking ban. The Log states the order of responsibility of who will perform the notifications. The Snow Log also states when the sidewalk clock starts and stops through the same procedures as the parking ban. Below is an example of the Winter Operations 2018-2019 Snow Event Notification Log:

		STORM NAME (IF ANY):					
STORM DATE							
START DATE/TIME							
END DATE/TIME							
				Responsibility (1,2,3,4,etc)			
PARKING BAN START	DATE	TIME	INITIALS				
CHANNEL 3				KB,PK,LA,DE			
CHANNEL 30				KB,PK,LA,DE			
WTIC				KB,PK,LA,DE			
EVERBRIDGE				LA,EG,PK,DE			
NOTIFY ME				LA,EG,PK,DE			
TOWN WEBSITE				LA,EG,PK,DE			
DPW TWEET				PK,LA,DE,DN			
Info Line				LA,EG,LC,LS			
Town Facebook				Call Town Managers Office			
E-TV				PK,KB,LA,DE			
PARKING BAN STOP	DATE	TIME	INITIALS				
WEBSITE				Will be scheduled to come off web site one (1) hour after posted end of ban			
DPW TWEET				LA,PK,DE,DN			
Info Line				LA,EG,LC,LS			
Town Facebook				Call Town Managers Office			
E-TV				LA,PK,DE,DN			
SIDEWALK CLOCK START	DATE	TIME	INITIALS				
EVERBRIDGE				EG,LA,DF,MG,PK			
TOWN WEBSITE				EG,LA,DF,MG,PK,DN			
DPW TWEET				EG,LA,MG,PK,DN			
Notify Me				EG,LA,DF,MG,PK			
Info Line				LA,EG,LC,LS			
Town Facebook				Call Town Managers Office			
SIDEWALK CLOCK STOP	DATE	TIME	INITIALS				
TOWN WEBSITE				Putting text back on clock page that says "CLOCK HAS NOT BEGUN..."			
				EG,LA,DF,MG, PK,DN			

<u>Legend:</u>	
KB	Highway Crew Leader
PK	Solid Waste Crew Leader
LA	Solid Waste Admin
DE	Assistant Director
DN	Public Works Director
DF	Building & Ground Crew Leader
EG	Building & Ground Admin
MG	Facilities Manager
LC	Highway Admin

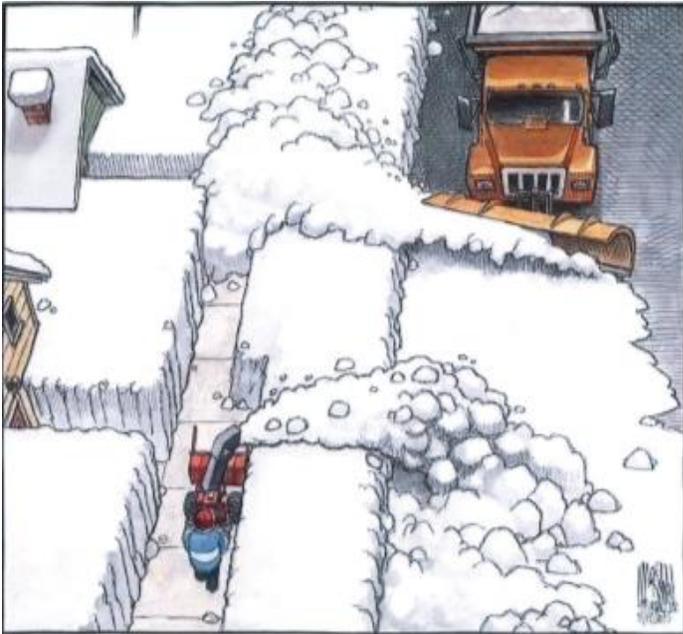
AUTHORIZED PARKING LOTS

The following parking lots can be utilized during a parking ban. Parking ban notification will be announced early enough for residents to remove their vehicles off the streets. Once the parking ban is lifted all vehicles are expected to be removed from these parking lots within 24 hours or they will be towed.

- Pearl Street and South Street
- Asnuntuck Street
- Angelo Lamagna Center rear lot
- Whitworth Street and Pleasant Street
- South River Street Boat Launch

HOW RESIDENTS CAN HELP

The Town of Enfield Code of Ordinances Section 74-103 states that the owner or occupant of any building or land bordering upon any street, square or public place within the town where there is a sidewalk is required to remove all snow, sleet and ice within a period of 24 hours after the cessation of the snow, sleet or ice. To aid residents in determining when the 24 hours have elapsed, a countdown clock can be found



on the Town's website, <http://www.enfield-ct.gov>. End of storm notifications are also posted on Enfield TV. **All residents and snow removal contractors are reminded that the blowing, throwing or plowing of snow into a public street or way is a violation of Town of Enfield Code of Ordinances Section 74-102.**

Snow that is blown, thrown or plowed into the streets by residents or contractors creates an unnecessary safety hazard to all motorists. Lastly, all residents are reminded that no motor vehicle will be parked on a public street or highway in town during a snow or ice storm that requires plowing unless otherwise posted; objects such as basketball hoops must be removed as well.

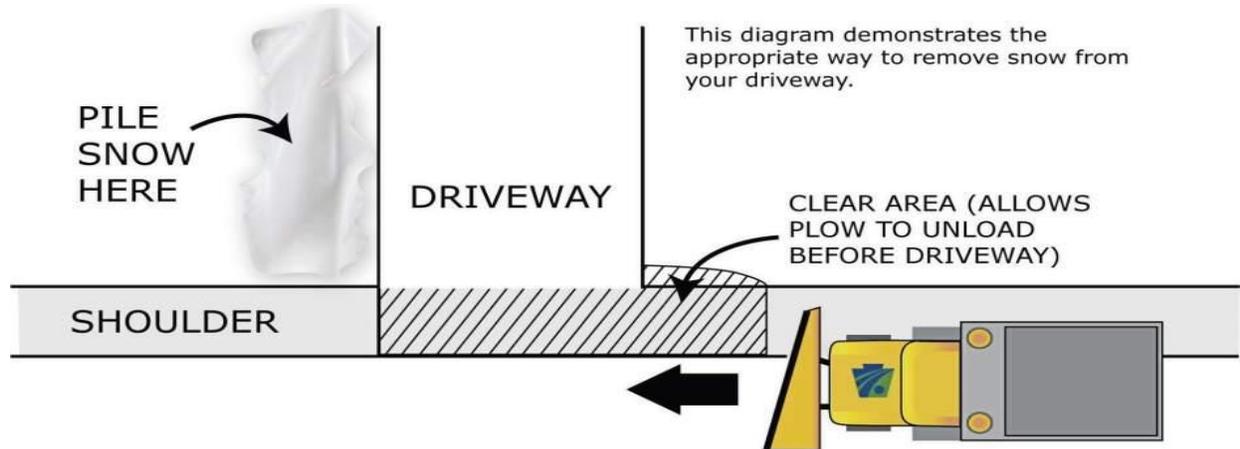
This is a violation of Town of Enfield Code of Ordinances Section 82-63 and General Statutes of Connecticut Title 19a, Chapter 368M, Section 19a-335. Parking ban announcements and additional info can be found on the Town website, DPW's Twitter feed (Follow @EnfieldDPW) as well as on Enfield TV, WFSB-TV Channel 3, WVIT-TV Channel 30 and WTIC radio.

- **Please do not put snow back into the street. Shovel or blow snow into the opposite direction of the street.**

- Do not park cars in driveways within 10 feet of edge of pavement
- Do not park cars in or over sidewalks in front of the driveways
- Do not allow children to build and occupy “snow forts” or similar creations within 10 feet of the edge of pavement.
- Fences should not be within 10 feet of the edge of pavement.
- Remove all non-permanent seasonal items from within 10 feet of edge of pavement.
- Trim trees so that branches do not extend beyond the back of the curb.
- Put road markers up to help DPW and Contractors know where property lines start.
- Pile most of the snow from the driveway apron on the traffic downstream side. This will minimize visibility problems and prevent the snowplow from re-depositing the snow into your driveway. Please see below.

PRIVATE DRIVEWAYS POLICY

Town snow removal crews do not clear private driveways or driveway entrances of accumulated snow. DPW will only clear private driveways under emergency conditions and with the approval of the Supervisor on duty. The snow placed in driveways by DPW plows is the responsibility of the property owner to remove. Snow from a private driveway may not be placed on or pushed across a Town Street.



- **Snow should be plowed or shoveled to the right side of the driveway facing the intersection roadway (See diagram). By being plowed away from the direction of oncoming snowplows, this action will prevent the bulk of the snow from being pushed back onto the driveway.**
- **Eliminate snow piles at the driveway entrance whenever possible. High accumulations of snow will obstruct the vision of motorists to see you pulling out of the driveway, creating another potential for accidents.**
- **Clear 10’ area to the left to make room for the snow from the plows. This further helps eliminate more snow in the driveway. <https://www.youtube.com/watch?v=8Bm7mJxJOSU>**
- **Do not push snow out onto roads at any time. This creates hazardous driving conditions for all vehicles.**

RESIDENTIAL SAND BARREL LOCATIONS

- Alden Avenue and Hartford Avenue intersection (church parking lot)
- Alden Avenue and Enfield Street intersection
- Asnuntuck Street and Prospect Street intersection in parking lot
- Central Library near dumpsters
- College Street and Church Street intersection
- Crescent Lake
- DPW Building @ 40 Moody Road
- EMS Building (back parking lot)
- High Street in the old Senior Center Parking Lot
- John Street
- Jondot Drive and Bridges Road intersection
- Neelans Road and Kimberly Drive intersection
- Pleasant Street and Chapel Street intersection
- Powder Hill Road and Abbe Road intersection
- Prior Road and Wagon Road intersection
- Prudence Crandall School on Brainard Road
- Roy Street (north side) and Booth Road intersection
- School Street and Hazardville Park building
- South Road and Raffia Road (crossing guard parking area)
- Sunset Drive and Enfield Street intersection
- Taylor Road and Sheridan Road intersection
- Town Hall parking lot (2 barrels)
- West Shore Drive
- Weymouth Road in the fire department parking lot

ROADS NOT MAINTAINED BY ENFIELD

There are several streets in the Town of Enfield that are the responsibility of the State's DOT. Enfield's DPW does not pre-treat or plow snow from these streets. Residents living on these streets are still responsible for abiding by the Town of Enfield's sidewalk clock.

- BROAD BROOK ROAD (RT 191)
- ELM STREET (RT 220)
- ENFIELD STREET (RT 5)
- FRANKLIN STREET (RT 514)
- FREW TERR (RT 515)
- HAZARD AVE (RT 190)
- N. MAPLE STREET (RT 192)
- SHAKER ROAD (RT 220)
- TAYLOR ROAD (NORTH OF SHAKER ROAD) Heading towards East Longmeadow
- DEPOT HILL ROAD (RT 510)

PLOW TRUCKS WITH RAISED PLOWS

Many times, residents call in and ask about a plow truck on their street that is not plowing. A truck with a raised plow does not always mean the driver has completed that area. A plow truck can be driving with the plow up for many reasons, they may be:

1. Returning for fuel or vehicle service,
2. Returning for salt,
3. It is quicker to get back to their assigned area, and
4. Responding to a call to assist Emergency Services, and i.e., police, fire, EMS and/or school district transportation.

MAILBOX REPLACEMENT POLICY

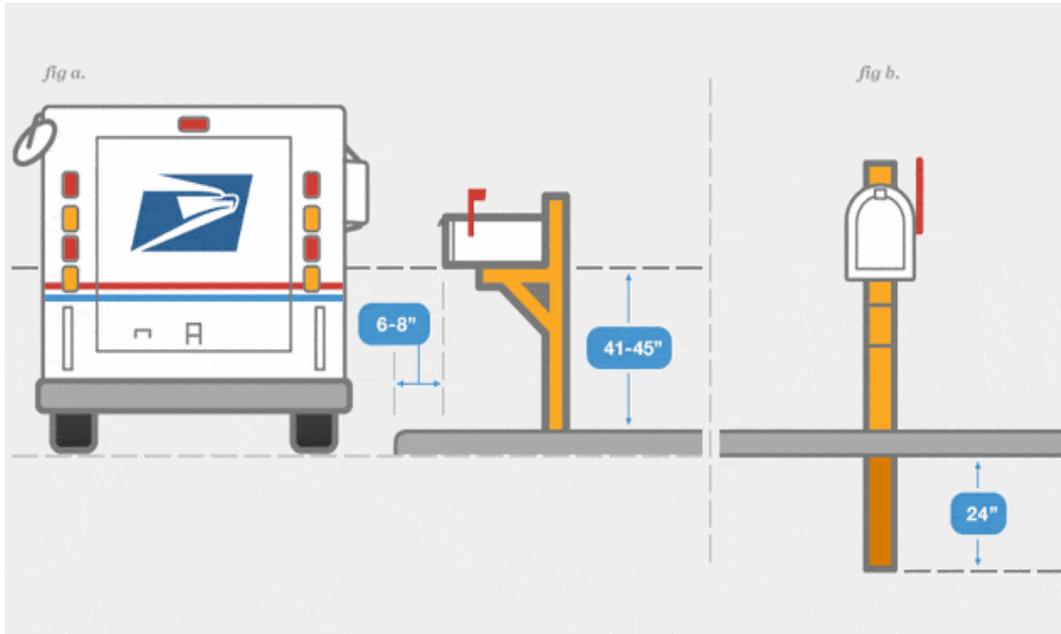
It is very uncommon that a mailbox is directly contacted with snow removal equipment, if the mailbox and post meet the guidelines established by the United States Postal Service. Town of Enfield mailboxes must meet the guidelines established by the *U.S. Postal Service*. <https://www.usps.com/manage/mailboxes.htm>. Please check your mailbox and make sure it is in good repair, firmly attached to a solid post and properly placed so no part of it is over the pavement. Your mailbox will have to withstand countless tons of flying snow during the winter and it may require periodic maintenance.

When a mailbox or post is damaged by **DIRECT CONTACT** from our snow removal equipment, (**I.E. PHYSICALLY STRUCK BY A SNOW PLOW BLADE OR SOME PORTION OF THE TRUCK**), DPW will replace it in-kind but to the *United States Postal Service* guidelines.

IF A MAILBOX OR POST IS PUSHED OVER OR DAMAGED AS A RESULT OF SNOW OR SLUSH COMING OFF THE SNOWPLOW, IT IS CONSIDERED A WINTER HAZARD AND THE TOWN WILL NOT REPAIR OR REPLACE THE MAILBOX OR POST.

It will be the policy of the Town of Enfield Department of Public Works that if any mailbox or post is damaged as the result of snow removal operations, when this department is considered to be working under **emergency** conditions, including but not limited to snow events, the following procedures and practices will occur by DPW once a mailbox complaint is received:

1. Homeowners must notify the DPW at (860) 763-7527 within seven (7) days from the date of the storm to be eligible for repair or replacement,
2. The incident will be added to the winter inspection/repair list,
3. Inspection of the physical condition of box and/or post. If it was physically struck, it will be obvious,
4. Inspection of mailbox and post to determine cause of damage (photo document when possible),
5. Inspector must check if operator who plowed that route called in the "strike,"
6. Inspector will determine who is at fault (improper installation of mailbox, or plow operator error), and
7. Following investigation, the mailbox or post will be repaired or replaced **if it was determined the plow operator was at fault**. In some cases, the permanent work may need to be delayed until weather permits proper installation/repair.



When it is determined that the mailbox was improperly installed and/or poor maintenance is evident (i.e. post is rotted, etc.) the responsibility for making repairs will be borne by the property owner.

PUBLIC RIGHT-OF-WAY

- A. It is an historic and current practice that private property interests do not extend to the edge of the Town's roads. This is to provide for public safety by creating adequate sightlines and clear zones immediately adjacent to the traveled way. This area also provides for implementation of best management practices regarding road maintenance activities.

- B. Residents should make every effort **not** to place items within the public right-of-way. The erection or placement of items such as mailboxes, newspaper tubes, roadside structures, sprinkler systems and landscaping elements in this area is not prohibited. **HOWEVER, SUCH ITEMS PLACED IN THE PUBLIC RIGHT-OF-WAY IS DONE SOLELY FOR THE CONVENIENCE OF THE ADJACENT LANDOWNER, AND THE RISK OF LOSS OR CREATION OF A HAZARD IS THE SOLE RESPONSIBILITY OF SAID LANDOWNER.**

- C. The Town of Enfield will not be responsible for damage or replacement to these or similar uses located within the right-of-way. Residents are cautioned that routine removal of snow and ice, roadside mowing and other activities associated with highway maintenance and road improvements may cause damage to items placed in this area.

**SNOW AND ICE CONTROL PLAN
DPW OPERATING INSTRUCTIONS AND SAFETY RULES**

1. WORK HOURS - For major storm events, shifts will be established at the discretion of the Director of Public Works and/or approved representatives.

2. SAFETY PROCEDURES - Safety is paramount during any snow storm. The following safety rules will be observed by all equipment operators.

A. Check your snow removal equipment prior to leaving the yard and the following:

1. All work lights and emergency lights,
2. Two-way radio,
3. Snow plow and frame for damage,
4. Sander,
5. Rear view mirrors,
6. Flags and reflectors,
7. First aid kits,
8. Windshield wipers,
9. Heater and defroster,
10. All necessary mapping for snow and ice removal,
11. Vehicle inspection items, and
12. Liquid dispensing apparatus.

B. Report any non-working equipment to a fleet mechanics immediately.

C. Use reasonable caution in operation of snow removal equipment.

D. Drive cautiously.

E. Utilize caution when operating in cramped quarters with parked cars on a street.

F. Know your route and any fixed objects covered by snow.

G. Obey all traffic laws.

H. Do not follow traffic too closely.

I. Slow down prior to turning-your plow will tend to push you where it wants to go.

- J. Equipment involved in Snow and Ice Control Plan operation is emergency equipment, but you as the operator, must obey all traffic laws and provide right-of-way to other vehicles.
- K. Do not attempt to tow private automobiles-aid by way of radio contact to Dispatch or Supervisor.
- L. Utilize caution when operating deicing equipment. Watch for overhead obstructions.
- M. Lower box when necessary.

3. ACCIDENTS - Report all accidents immediately to your Supervisor. Depending on the severity of the accident and availability due to storm related issues, the Enfield Police Department will typically be called to evaluate the accident. Prior to leaving duty on the shift, a Motor Vehicle Accident Report and Review form and the internal Vehicle Damage Claim Report should be filled out. Your Supervisor will attempt to interview the driver at the end of the shift or within 24 hours after return to normal duties.

4. CARE AND USE OF EQUIPMENT - The snow plow operator is responsible for routine maintenance of the vehicle. Report any maintenance needed to the Supervisor or mechanic on duty. Check vehicle before and after use for any maintenance needed or damage to equipment. Fill out Operations Daily Inspection Check Sheet. The vehicle should be refueled at the end of each operator's shift.

SAFETY RESTORATION AND CLEANUP OPERATIONS (SNOW REMOVAL)

After the entire Town of Enfield's highway system is in satisfactory condition, safety restoration and cleanup operations will begin and continue until complete or operations are directed to higher priority snow and ice control or emergency work. This work will generally be performed on a "regular time" basis. Cleanup operations that may impact traffic flow or larger numbers of customers should be performed in lower volume time periods if possible and utilize traffic protection where appropriate. The following is a listing in priority order of the areas where snow should be removed:

- Locations that could melt and run onto traveled areas,
- Areas having reduced sight distances for customers and plow operators,
- Buried or obscured regulatory and warning signs, delineators, and accumulated snow around work zone delineation, and
- Any area where accumulated snow is causing traffic to use other-than-intended pavement areas.

HIGHWAY TRUCK ROUTE LIST
TRUCK NUMBERS AND CONTRACTORS ARE SUBJECT TO CHANGE.

Highway Plow Routes

Truck # 0431 Plow Run

- | MAINS | SUBDIVISIONS | |
|--|--|--|
| <ul style="list-style-type: none">• Bridge Lane• Broadleaf Lane• Meadowlark Road• Orlando Drive• Parsons Road• Old King Street• Mullen Road• Pleasant Road• Old Depot Hill Road• River Road | <ul style="list-style-type: none">• King Court• Old Abbe Road• Hickory Lane• Weymouth Drive• Meadow Road• Enfield Gardens• Grand View Drive• Parkway Drive• Elan Street• Orbit Drive• Yale Drive | <ul style="list-style-type: none">• Yale Court• Hillyer Drive• Trinity Drive• Storrs Road• Pearl Street Extension• Meeting House Lane• Riverview Street• Mitchell Drive• Mulberry Lane |

Truck #0615 Plow Run

- | MAINS | SUBDIVISIONS | |
|---|---|---|
| <ul style="list-style-type: none">• Washington Road to Elm Street to Brainard Road• Brainard Road from Washington Road to Enfield Street• Sharren Lane• Ganny Terrace• Tanglewood Drive• Pinegrove Road• Winding Lane | <ul style="list-style-type: none">• Varno Lane• Carmela Terrace• Trevor Drive• Audrey Lane• Fernwood Avenue• Redwood Avenue• Glen Oak Street• Nancy Drive• Betty Road• Gary Road• Aloha Drive | <ul style="list-style-type: none">• Grove Road• Hemlock Drive• Birchwood Road• Birchwood Terrace• Treat only below• First Avenue• Second Avenue• Third Avenue• Lancer Drive• Impala Drive• Fairlane Road |

Truck #0652 Plow Run

MAINS

- Cozy Street *Talk to Supervisor
- Bacon Road
- Cottage Road
- Bridge Road
- Wheeler Drive
- West Shore Drive
- Coslin Road
- Jondot Road
- Shaker Hill Road
- Hassmar Road
- Bell Acre Road

- Henry Road
- Pine Hill Road
- West View Drive
- Lake Road
- Maple Road
- Spruceland Road
*Talk to Supervisor
- Pinecrest Road
- Crescent Beach Road
- Brookside Road
- Oak Road
- Lake Drive
- Peerless Way

SUBDIVISIONS

- Shady Oak Drive
- Davis Avenue
- Oakmont Street
- Brook Road
- Armstrong Road
- Oakwood Street
- Glenwood Street
- Circle Drive
- Woodland Street
- Whitewood Street

Truck #0808 Plow Run

MAINS

- Elm Street (Moody to 190)
- North Street
- Powder Ridge
- Park Street
- School Street
- Gordon Lane
- Cooper Street
- Ridgefield Road
- Longview Road
- Starr Lane

SUBDIVISIONS

- Southview Street
- Edgehill Road
- Dust House Road
- Stony Brook
- Hillcrest Road
- Woodlawn Street
- James Street

- Holiday Lane
- Randolph Street
- Oak Street
- Grove Street
- Hamilton Court
- Allen Street
- Martin Terrace
- Edward Street
- Avon Street
- Avon Street Extension
- Essex Street
- Beverley Street
- Carlisle Street
- Oldefield Farms Road
- South George Washington
- Oakridge Drive
- Wilstar Circle

- Hollywood Drive
- Jefferson Street
- Victory Street
- Homestead Drive
- Crestwood Drive
- Fair Street
- Grand Street
- Cedar Street
- Ash Street
- Misty Meadow Road
- Deer Run
- Summer Wind Circle
- Rye Field Drive
- High Meadow Lane
*Talk to Supervisor
- Valley View Circle
- South Meadow Lane
- Glen Arden Lane

Truck #813/Spazzarini Plow Run

MAINS

- Raffia Road
- Middle Road
- Beech Road
- Olmstead Road
- Indian Run

SUBDIVISION

- Oakwood Drive
- Circle Drive
- Brook Road
- Armstrong Road
- Whitewood Drive
- Woodland Drive

**CONTRACTOR
STREETS**

- Arrow Street
- Tie Street
- Dune Road
- Chief Street
- Rim Street
- Pinewood Lane
- Welch Drive
- Adams Road
- Dale Road

- Queen Street
- Sky Street
- Cora Street
- Play Street
- Sun Street
- Bright Street
- Clear Street
- Moon Street
- Cloud Street
- Light Street
- Ed's Drive
- Sharp Street
- Keen Street
- Sparkle Road
- Luster Lane
- Gem Grove
- Campsite Street
- Crystal Corner
- Farmstead Cir
- Carriage Drive
- Surrey Lane
- Cutter Lane
- Stage Road
- Wagon Road

- Overhill Road
- Vernon Road
- David Street
- Donna Street
- Debra Street
- Rocket Run
- Lox Lane
- Missile Drive
- Howard Street
- Ernest Street
- Pierce Street
- Theodore Street
- Haynes Street
- Barret Road
- Boyle Drive
- Conlin Drive
- Sidor Drive
- Locke Drive
- Dupre Drive
- Alaimo Drive
- Glendale Road
- Ellis Road
- Southwood Road

Truck # 1032/Holden Plow Run

MAINS

- Abbe Road
- Town Farm Road
- Grant Road
- Wallop School Road
- Bobolink Lane
- Sandpiper Road
- Neelans Road
- Kimberly Drive

- Weymouth School
Road between Simon
Road and Post Office
Road

SUBDIVISIONS

- Redwing Road
- Bluebird Lane
- Flicker Lane
- Hummingbird Lane
- Sapphire Street
- Stardust Drive

- Astra Street
- Strawberry Lane
- Eileen Street
- Roland Street
- Renee Lane
- Sam Street
- Susan Circle
- Michael Drive
- Teach Street
- Christopher Drive

Truck # 1053/Holden Plow Run

MAINS

- Elm Street from 7-11 to Moody Road
- Moody Road
- Taylor Road from Shaker Road to Hazard Avenue
- Somers Road
- Sheridan Road
- Green Manor Road
- Columbia Road
- Northfield Road

SUBDIVISIONS

- Hunter Lane
- Jackson Road

- Morgan Place
- Sherman Road
- Mead Lane
- Hale Road
- Putnam Road
- Rogers Lane
- Douglas Road
- Brett Lane
- Brewster Road
- Perry Lane
- Marion Place
- Taylor Court
- Katie Lane
- Midway Street
- Webster Road

- Arbor Road
- Willard Road
- Troy Lane
- Flag Court
- Cornell Road
- Westerly Drive
- Heron Road
- High View Terrace
- Manor Court
- Scitico Road
- Leary Road
- Cybulski Road
- Print Shop Road
- Anngina Drive

Truck #1054/Holden Plow Run

MAINS

- South Maple Street
- Powder Hill Road
- Fletcher Road
- Charnley Road
- Monroe Road

SUBDIVISIONS

- Still Lane
- Bailey Road
- Long Hollow Road

- Salerno Drive
- Rebecca Drive
- Laughlin Road
- Kennedy Drive
- Van Buren Road
- Coolidge Drive
- Hoover Lane
- Tyler Road
- Cleveland Street
- Buchanan Road

- Polk Drive
- Bellawood Drive
- Filmore Drive
- Harding Circle
- Taft Lane
- Bush Lane
- Clinton Lane
- Wilson Court

Truck #1055 Plow Run

- | | | |
|---|---|---|
| MAINS | SUBDIVISIONS | |
| <ul style="list-style-type: none">• Palomba Drive• Cranbrook Boulevard• St. James Avenue• Katherine Road• Cartier Road• St. Thomas Street• Dorothy Street• Douglas Drive | <ul style="list-style-type: none">• Riviera Drive• Carol Street• Montclair Road• Crestview Circle• Cynthia Circle• Ridge Road• Ridgeview Lane• Falcon Crest• Holly Lane | <ul style="list-style-type: none">• Terrace Circle• Sunrise Circle• Lawncrest Road• Oxford Drive• Field Road• Drummond Road• Belle Avenue• Thomas Street• Arthur Avenue |

Truck # 1095 Plow Run

- | | | |
|---|---|---|
| MAINS | | |
| <ul style="list-style-type: none">• South Road• Phoenix Avenue• Freshwater Boulevard• Post Road• Post Office Road | <ul style="list-style-type: none">• Oliver Road• Prior Road SUBDIVISIONS <ul style="list-style-type: none">• Niblick Road• Rosario T Vella Avenue• Linda Lane | <ul style="list-style-type: none">• Harvest Road• Spring Garden Road• Joan Drive• Marshall Drive |

Truck #1138/Blue Diamond Plow Run

- | | | |
|--|--|---|
| MAINS | | |
| <ul style="list-style-type: none">• Simon Road• Weymouth Road• Steele Road• Quaker Lane• Colonial Road• Bass Drive SUBDIVISIONS <ul style="list-style-type: none">• Celtic Court• Shannon Drive• Kelly Drive• Patricia Circle• Deerfield Circle• Pilgrim Circle• Patriot Circle (ask supervisor)• Palm Road• Eastgate Lane• Windmill Road | <ul style="list-style-type: none">• Brentwood Drive• Center Circle• Briarwood Drive• Deepwood Road• Marshall Road• Putnam Drive• Iroquois Road• Burnham Street• Standish Street• Parky Drive• Shaft Drive• Nelson Drive• Bess Road• Plainfield Street• Pioneer Drive• Rockland Drive• Silver Lane• Copper Drive | <ul style="list-style-type: none">• Fairfield Road• Litchfield Road• Windham Road• Middlesex Drive• Louis Drive• Belinda Lane• Ann Street• Guild Street• Lovely Drive• Hudson Street• Elmore Drive• Edgewood Drive• Lois Lane• Peggy Drive• Duff Drive• Weymouth School Road• Rosanne Street• Elizabeth Street |

Truck #1154 Plow Run

MAINS

- North Maple Street to Washington Road
- Till Street
- Booth Road
- Bright Meadow Boulevard
- Booth Street
- Tabor Road
- Roosevelt Boulevard
- Memorial Drive
- Laurie Drive
- Debbie Lane

SUBDIVISIONS

- East Forrest Drive

- West Forrest Drive
- Alban Road
- Dell Street
- Robin Road
- Wood Avenue
- Concord Terrace
- Sherwin Drive
- Magnolia Drive
- Carney Road
- Nevins Avenue
- Pomeroy Road
- Phyliss Street
- Theresa Street
- Marble Road
- Garnet Road

- Connecticut Avenue
- Sword Avenue
- Sunset Lane Extension

TREAT ONLY BELOW

- Parker Street
- Laurel Street
- Colony Road
- Dover Road
- Foxcroft Road
- Freemont Road
- Leonard Road
- Eleanor Road
- Montano Road

Snow Drift List

- Park Street
- North Street
- Taylor Road
- Somers Road
- Powder Hill Road
- Abbe Road

- Long Hollow Road
- Fletcher Road
- Laughlin Road
- Town Farm Road
- Wallop School Road
- Grant Road

- Old King Street
- Parsons Road
- South Road
- Olmstead Drive
- Middle Road
- Washington Road

BUILDING AND GROUNDS PLOW ROUTES

Plow Run 1 and 1A

- Main Street
- North Main Street
- Pearl Street
- Fairview Avenue
- Birch Street
- Hillside Avenue
- Poplar Street
- Hathaway Avenue
- Riverdale Street
- Spier Avenue
- Mathewson Avenue
- Gordon Avenue
- Orchard Hill Drive
- Poplar Avenue
- Stacy Lane
- Green Valley Drive
- Nutmeg Avenue
- Laurel Park
- EHS Main Driveway

Plow Run 2

- North River Street
- South River Street
- Pleasant Street
- Chapel Street
- Church Street
- Asnuntuck Street
- Cottage Green
- Thompson Court
- Keller Avenue
- Prospect Street
- Cross Street
- South Street
- Oak Avenue
- Maple Street

Plow Run 3

- Mountain View Drive
- Harris Street
- John Street
- Claremont Avenue
- Roseland Avenue
- Edward Avenue
- Meadow Street
- Grant Street
- Pease Street
- Washington Avenue
- Garden Street
- New King Street
- Keller Court
- Burns Avenue
- Garfield Street
- McConn Avenue
- Walnut Street
- Gorman Avenue
- Sullivan Avenue
- Central Street
- Wallace Street

Plow Run 4

- Warriner Avenue
- Columbus Avenue
- Harrison Avenue
- Westford Avenue
- Belmont Avenue
- Park Avenue
- Summer Street
- Charles Street
- Margaret Street
- Bellantuono Street
- O'Hear Avenue
- Lynch Terrace
- D'Annunzio Avenue
- Enfield Avenue
- Woodlawn Avenue

Plow Run 5

- Jim Street
- Windsor Street
- Burgess Street
- Lafayette Street
- Union Street
- White Street
- Bigelow Avenue
- Hartford Avenue
- Alden Avenue
- Lincoln Street
- Russel Street
- College Street
- Whitworth Street
- New Street
- Tariff Street
- West Street
- Martin Street
- Northwood Street

Plow Run 6

- Ferndale Avenue
- Fairfield Street
- University Place
- Dartmouth Street
- Sunset Drive
- Woodlawn Avenue
- Munda Drive
- Virginia Avenue
- Francis Avenue
- Highland Park
- Pequot Avenue
- Massasoit Avenue
- Nonotuck Street
- Cook Avenue
- William Street
- William Street Extension
- Carpet Street
- Sanford Avenue

Plow Run 7

- Elm Avenue
- Roy Street
- Carl Street
- Knox Street
- Camp Street
- Dicardee Drive
- Leon Street
- Bouvier Street
- State Street
- Manning Rd
- Kalish Avenue
- Bernardino Avenue
- Gammello Avenue
- Stanley Drive
- Edmond Lane
- Catalina Drive
- Campana Avenue
- Stephen Drive
- Cheryl Drive

BUILDING AND GROUNDS SNOW REMOVAL - SIDEWALKS AND BUS STOPS

Sidewalks that are cleared before school.

- South Road across from Olmstead
- Olmstead from South Road to front of Eli Whitney School
- Eli Whitney School pedestrian sidewalks
- South Road culvert across from Olmstead Road
- Island sidewalks at South Road and Raffia Road
- Bus Stop at King Court and Route 5
- Old Town Hall
- Pond Steps (2) VFW steps
- Hazardville Park, School Street and Hazard Avenue
- Middle Road from Central Library to Eli Whitney
- Corner of Ryefield Road and North Maple Street from 3 Ryefield Road to 90 North Maple Street

Town owned parking lots

- Asnuntuck at North Main Street
- Pearl Street at South Street
- Whitworth Street and Pleasant Street
- South River Street boat launch

Magic Carpet Bus Stops

Clear path and standing area for Patrons waiting for bus

- Lamagna Center
- Town Hall
- North Main Street from Pearl Street to Route 5, both sides
- Pearl Street, both sides from North Main Street to Nutmeg Avenue
- Enfield Terrace
- Route 5 and Nutmeg Avenue
- Route 5 and Franklin Avenue
- Route 5 and Mountain View
- Route 5 and Claremont Avenue
- Elm Street and O'Hear Avenue
- Senior Center
- Central Library

Outskirts Sidewalks - Buildings And Grounds

- 260 Elm Street to Quail Hollow
- Town walks in the industrial park
- 291 Elm Street north to Moody Road, turn right and go to 12 Moody Road
- Elm Street from Washington Road to Elm Street/Moody Road traffic light
- 398 Elm Street to Hazard Avenue
- Intersection of North Street and Elm Street from cemetery to crosswalk
- 5 South Road to Hazard Avenue, then right to 258 Hazard Avenue property line
- 241 Hazard Avenue west to the corner on Elm Street, then right on North Street to 2 North Street
- Elm Street in front of the Senior Center (299 Elm Street)
- Elm Street in front of the Police Department (293 Elm Street)
- Spruceland Road culvert near Pinecrest Road, both sides and in front of the park
- American Legion (566 Enfield Street) culvert
- Bright Meadow Boulevard from hotel property line to the Route 5 intersection
- 90 Enfield Street going south across the I-91 overpass, continue past highway ramps to 110 Enfield Street property line
- Corner of North Maple Street and Moody Road to 122 Moody Road property line
- North Maple Street from Fermi (Enfield Annex) entrance to 110 North Maple Street
- Taylor Road from Green Manor Park to Taylor Court and through the park to Webster Road
- David Street to Post Road cut through
- Walking path from Post Road to HB Stowe (117 Post Office Road)
- 80 Laurel Street open space
- Open space from 121-125 Elm Street and 131-135 Elm Street to Freshwater Boulevard
- Corner of Carol Street and St. James Avenue from 9 Street James Avenue to the stop sign
- Oliver Road intersection from Fairfield Road to Post Office Road, 100-106 Post Office Road
- Open space between 17 and 19 Orbit Drive
- Elm Street from Georgetown to first house on Bradley Circle
- Douglas Drive by #23
- Ridge Road by #5 and #43
- St. James Avenue by #46, #53, #60, #66, and #67
- 11 Martin Terrace to the corner of Elm Street
- Hazard Avenue culvert across from Holiday Lane
- Abbe Road to Bush Lane west to property line
- Abbe Road to 4 Taft Lane
- 23 Abbe Road to Taft Lane
- 22 Taft Lane open space
- 40 Buchanan Road open space
- Post Office Road I-91 overpass
- South Road I-91 overpass
- Between 67 and 69 Post Road
- Bike path on Town Farm Road, shovel around all posts

- Oakwood Drive over Jawbuck Brook
- Eastgate Lane by #43
- 32 Church Street
- 46 Cottage Green
- 28 S River Street
- Town owned lot at Pearl Street and High Street

SNOW AND ICE CONTROL DEFINITIONS (DEFINITIONS AND TERMS MAY OVERLAP)

Snow and ice control is one of the most difficult and important tasks assigned to Enfield maintenance personnel. Having uniform snow control methods is important for the safety of our customers and our maintenance personnel. For the purpose of this snow and ice control plan, snow and ice control operations are defined as:

Snow control is the mechanical removal of accumulations of “loose” snow from the paved and stabilized portions of the system. This is accomplished primarily with truck mounted plows. In certain circumstances like cleanup and drift removal, front-end loaders are sometimes used. It may also involve the use of passive measures like snow fence and plantings.

Ice control is all treatment operations directed toward preventing snow or ice from bonding to the pavement and the chemical and or mechanical removal of bonded snow or ice from the pavement. It also includes providing temporary friction improvement by spreading abrasives/chemical mixtures and using no-treatment when appropriate.

Spreading salt before a snow or ice event is to spread salt at the "unbonded" rate for the anticipated road temperature range prior to a snow or ice event. This is the preferred treatment for sidewalks and parking lots.

Pre-wetting is adding liquid ice control chemical to salt before it is applied to the road. This is called pre-wetting. The use of this technique will be limited to pavement temperatures below 25 degrees, when applying salt to the road before an event, when there is little snow or other wetness on the road to "hold" the salt, and in deicing operations where bonded snow or ice is being treated after an event. When pre-wetting, the normal salt application rates will be used.

Snow plowing is displacement of snow from paved surfaces with vehicle-mounted plows.

Snow removal is physically relocating areas of accumulated snow. This is usually a slow operation that may be accomplished with plows, loaders or snow blowers.

Berm or windrow is an accumulation of snow cast by plow or other equipment.

Tandem plowing is snow plows working together to clear wider areas.

There are some general guidelines for keeping snowplowing operations reasonably uniform:

- To the extent possible, traffic should not have to pass through a berm of plowed snow,
- All plowing will be done with trucks moving in the direction of traffic, except in an emergency where the work area is closed to traffic or backing in the direction of traffic is required to spread material on very slippery surfaces where normal directional travel will not provide sufficient traction for the truck to move and as necessary in the cul-de-sacs,
- To the extent possible, plow snow beyond the point where it could melt and run back across the highway. Plowed snow will not be cast into traffic,
- Cast snow downwind to the extent possible,
- In cul-de-sacs, cast snow away from the driveways to the extent possible. This is less demanding on the property owners and facilitates more efficient general route plowing,
- The travel lane around cul-de-sacs will be plowed, the center will remain snow. The snow will be removed from the center of the cul-de-sac when snow precipitation has ended,
- Within the normal sequences of operation, any time there is enough snow on the road to plow, it should be plowed,
- In events where snow is likely to change to freezing rain before ending, consideration should be given to leaving enough unplowed snow on the road to absorb the freezing rain. Plow and treat the road again after the event has ended,
- At the end of the storm, push snow back as much as possible, curb to curb, to make room for the next snow storm,
- Occasionally snowfall intensity is so severe that operator visibility is reduced to a few feet. With supervisor approval, operators may drive their trucks to a safe haven that is stable and well off the highway, wait until visibility improves before continuing, and
- When low visibility is anticipated, extra caution in operations should be exercised. Vehicles and other obstacles may be anywhere. Supervisors should be prepared to suspend operations and recommend road closure if conditions warrant or recommend temporary road closure so that plowing can be completed.

Ice Control Strategies

There are four basic ice control strategies used by DPW; anti-icing, de-icing, temporary friction improvement and delay of or no treatment. When conditions are favorable for success and resources permit, anti-icing will be the strategy of choice.

Anti-icing

Anti-icing is a modern strategy that takes an information-based systematic approach to preventing snow/ice pavement bond. This results in higher levels of service for longer periods of time. The key to effective anti-icing is to get an appropriate quantity of ice control chemical on the pavement surface before or very soon after precipitation or ice formation begins. This strategy is not appropriate for unpaved roads.

De-Icing

De-icing is a traditional strategy for dealing with snow or ice that has already bonded to the pavement surface. It is used when anti-icing treatments have failed, as they occasionally will, or as a series of treatments at the end or after a storm. De-icing is most effectively accomplished by spreading a coarse-graded solid or pre-wet solid ice control chemical on the surface of the bonded snow or ice during favorable road, weather and traffic conditions. The coarse particles will melt through the snow and ice and break the bond as created chemical solution flows across the pavement surface. This strategy is not suitable for unpaved roads.

Temporary Friction Improvement

Temporary friction improvement is an immediate short-term improvement in surface friction that is achieved by spreading abrasives/chemical mixtures on the snow or ice surface. There will be times when this is an appropriate strategy – usually in very cold conditions. A major disadvantage of this strategy is that its effectiveness degrades very quickly with traffic. If sufficient ice control chemical is spread with abrasives, it can be part of anti-icing and de-icing strategies.

Delayed or Non-Treatment

Delaying or not applying ice control materials is a tactic that may be used in support of the anti-icing strategy. Conditions where this tactic should be considered include light precipitation events, where pavement temperature is likely to remain above freezing, and dry snow and blowing snow events where pavement surface temperature is below about 10°F and there is no residual ice control chemical on the pavement.

Terms Relating to Precipitation, Road Conditions, Ice Control Chemicals and Operational Procedures

- **Light Rain-** Small liquid droplets falling at a rate such that individual drops are easily detectable splashing from a wet surface. Include drizzle in this category.
- **Moderate Rain-** Liquid drops falling are not clearly identifiable and spray from the falling drops is observable just above pavement or other hard surfaces.
- **Heavy Rain-** Rain seemingly falls in sheets; individual drops are not identifiable; heavy spray from falling rain can be observed several inches over hard surfaces.
- **Freezing Rain-** When rain freezes upon impact and forms a glaze on the pavement or other exposed surfaces.
- **Sleet (Ice Pellets)-** Precipitation of transparent or translucent pellets of ice, that are round or irregular in shape.
- **Light Sleet-** Scattered pellets that do not completely cover an exposed surface regardless of duration. Visibility is not affected.
- **Moderate Sleet-** Slow accumulation on ground. Visibility is reduced by ice pellets to less than 7 miles.
- **Heavy Sleet-** Rapid accumulation on ground. Visibility is reduced by ice pellets to less than 3 miles.
- **Light Snow-** Snow alone is falling and the visibility is greater than ½ mile.
- **Moderate Snow-** Snow alone is falling and the visibility is greater than ¼ mile but less than or equal to ½ mile.
- **Heavy Snow-** Snow alone is falling and the visibility is less than or equal to ¼ mile.
- **Blowing Snow-** When fallen snow is raised by the wind to a height of 6 feet or more and is transported across a road.
- **None-** No precipitation or blowing snow.

Road Condition Terms

- **Dry-** No wetting on the pavement surface.
- **Damp-** Light coating of moisture on the pavement resulting in slight darkening of surface, but with no visible water drops.
- **Wet-** Road surface saturated with water from rain or melt-water, whether or not resulting in puddles or run-off.
- **Slush-** Accumulation of snow on the pavement that is saturated with water. It will not support any weight when stepped or driven on but will “squish” until the base support is reached.
- **Loose Snow-** Unconsolidated snow that can be blown by the wind into drifts or off of a surface, or blown by traffic into non-traffic areas or off of a surface.
- **Packed Snow-** Snow-pack or pack that results from compaction of wet snow by traffic or by alternate surface melting and re-freezing of the water.
- **Frost-** Also called hoarfrost. Ice crystals in the form of white scales, needles, feathers, or fans deposited on pavement and other surfaces cooled by radiation or by other processes.
- **Thin Ice-** A very thin coating of clear, bubble-free, homogeneous ice which forms on a pavement; sometimes called black ice.

- **Thick Ice** - A coating of ice thicker than black ice or frost, which is formed from freezing rain, or from freezing of ponded water or poorly drained melt-water. It may be clear or milky in appearance, and generally is smooth though it sometimes may be somewhat rough.

Ice Control Chemical Terms

- **Form**- The physical state of the chemical, usually solid or liquid.
- **Gradation** - A characterization of the distribution of particle sizes for solid chemicals and abrasives, i.e., fine, coarse, percent passing various sieve sizes, etc.
- **Concentration**- The percent (by weight) of the ice control chemical in the liquid or solid product.
- **Solution**- A liquid containing chemicals and water.
- **Eutectic Temperature**- The lowest temperature a concentrated (near saturated) solution begins to freeze or the lowest temperature it will melt ice.
- **Eutectic Concentration**- The solution concentration that produces the eutectic temperature.
- **Dilution**- Reducing solution concentration by adding water.
- **Endothermic**- Becomes colder when going into solution.
- **Exothermic**- Becomes warmer when going into solution.
- **Hygroscopic**- Having the ability to draw water vapor from the air.

Operational Procedure Terms

- **Pre-treating**- Applying an ice control chemical (liquid or solid) to the road before a snow or ice event begins.
- **Pre-wetting**- Adding liquid ice control chemical or water to solid ice control chemicals or abrasives prior to distribution on the road.
- **Application Rate**- The amount (weight or volume) of ice control chemical applied per mile or lane mile of highway. In the case of pre-wetting liquids, it is the number of gallons of liquid applied to a ton of solid ice control chemical or abrasives.

GLOSSARY OF SNOW AND ICE CONTROL TERMS

- **Air Foil**- A device placed on the back of a dump body or material spreader that redirects and accelerates air passing over the truck. This is intended to keep the rear of the truck and material spreader reasonably clear of snow build-up.
- **Angle of Attack**- The horizontal angle (less than 90o) formed in plain view where the plow blade face deviates from a position that is parallel to the front grill of the plow truck.
- **Blade or Cutting Edge**- The replaceable portion of a plow that is closest to and is in contact with the pavement surface.
- **Ice Blade**- A specialized plow blade that is designed to cut ice; these blades are usually placed on underbody plows that have down pressure capability.
- **Moldboard**- The portion of a plow between the top and the blade.
- **One-Way Plow or Funnel Plow**- A front mounted plow that will only cast snow in one direction (usually to the right).

- **Rake Angle-** The vertical angle of the plow blade (cutting edge) relative to a perpendicular line from the pavement surface.
- **Reversible Plow-** A front mounted plow that is adjustable to cast snow: left, right or straight ahead.
- **Snow Blower, Snow Thrower or Rotary Plow-** A front mounted device, comprised of augers that move the snow to an impeller that throws the snow through a chute.
- **Snow Gate-** A cab controlled mechanical flap that briefly blocks the discharge of a snow blade. This is used primarily to minimize filling of driveways and other sensitive areas.
- **Underbody or Belly Plow-** A plow that mounts between the front axel and the drive axel(s) of a truck or motor grader.
- **“V” Plow-** A front mounted plow that simultaneously cast snow to the left and right.
- **Variable Geometry Plow-** This is a front mounted plow with the ability to change the geometry of the moldboard.
- **Wing Plow-** A plow mounted on either side of the side of the truck, or both, that extends the plowing width of a front plow or an underbody plow; can also be used for benching.

SNOW PLOWING TERMS

- **Benching or Shelving-** Removing the upper portions of accumulations of snow on the shoulder or near-shoulder, usually with a wing plow.
- **Close Echelon Plowing-** Snow plows that are arrayed across the pavement in a way that prevents traffic from passing the operation. This prevents traffic from passing through windrows of plowed snow and is the safest and most cost-effective procedure for high volume multi-lane highways.
- **Snow Plowing-** The displacement of snow from paved surfaces with plows and wing plows.
- **Snow Removal-** Physically relocating areas of accumulated snow. This is usually a slow operation that may be accomplished with loaders and snow blowers.
- **Tandem Plowing-** Snow plows that operate in sequence, at a distance apart, that allows traffic to safely pass the operation.
- **Windrow or Berm-** A linear (parallel to highway center line) accumulation of snow cast by a plow, other equipment or wind.

ICE CONTROL MATERIALS TERMS

- **Abrasives-** Any solid material applied to the pavement to increase friction.
- **Anti-caking Agent-** A substance added to solid ice control chemicals to prevent caking or adhesion of the individual particles.
- **Brine-** A solution of one or more salts.
- **Chemical Concentration-**The percent (by weight) of a chemical in a liquid or solid product.
- **Chemical Dilution-** Reducing chemical concentration by adding water or other substances.
- **Chemical Form-** The physical state of the chemical (solid or liquid).
- **Endothermic-** Absorbs heat or becomes colder when going into solution.
- **Eutectic Concentration-** The solution concentration that will produce the eutectic temperature.

- **Eutectic Temperature-** The lowest temperature that an ice control chemical will melt ice or prevent ice from forming.
- **Exothermic-** Gives off heat or becomes warmer when going into solution.
- **Gradation or Grain Size Distribution-** This is the proportion of solid material that is retained on specified screen sizes.
- **Hydrometer-** A device used to measure the specific gravity of liquids.
- **Hygroscopic-** The property of having the ability to draw water from the air.
- **Ice Control Chemical-** Any chemical applied to surfaces that will prevent ice from bonding or melt ice that has already formed.
- **Liquid Chemical-** The liquid form of a chemical or combinations of chemicals; usually a solution.
- **Mixed Abrasives-** A mixture of abrasives and ice control chemicals.
- **Phase Diagram-** A graph that shows the relationship between: solution concentration, solution freezing point and solution (pavement) temperature.
- **Solution-** A generally clear combination of water and other dissolvable substances.

OPERATIONAL PROCEDURE TERMS

- **Automatic Anti-Icing/De-Icing Systems-** Liquid chemical distribution systems that are placed at strategic highway and bridge locations that automatically apply liquid ice control chemical to the road when specified conditions are present.
- **Dry Run-** Driving the snowplow route, beat or run in non-snow and ice conditions to become aware of features that may impact snow plowing and spreading materials.
- **Circle of Safety-** A visual technique used by equipment operators to gain awareness of evolving situations all around the equipment.
- **Passive Snow Control-** The control of blowing and drifting snow by using snow fence, plantings or highway design features.
- **Pre-Wetting-** Adding a liquid ice control chemical or water to solid ice control chemicals before placement on the road.
- **Pre-Treating-** Placing an ice control chemical on the road before the beginning of a winter weather event.
- **Snow, Beat, Route or Run Maps-** These are maps that show individual or groups of snow plow routes under various levels of service and available equipment conditions; hazards and special treatment areas are usually identified.
- **Treatment Cycle Time-** The time it takes for a truck to return to retreat a point on the beat/run, after treatment, including any reloading time; if reloading is required for every treatment run, it could be the time between leaving the loading point for successive treatment runs.
- **Wet Run-** Driving the snowplow route, beat or run during winter weather conditions to identify features that may impact snow plowing or material spreading.

MATERIAL SPREADER TERMS

- **Application Rate-** The amount of material being discharged per lane mile by the spreader or distributor (pounds per lane mile or gallons per lane mile) [discharge rate divided by the number of lanes being treated].
- **Calibration-** The procedure for determining that the desired rates of discharge are capable of being delivered by the material spreader and what settings of the control features will produce the desired rates.
- **Discharge Rate-** The amount of material being discharged, per mile, by the spreader or distributor (pounds per mile or gallons per mile).
- **Spread Pattern-** The transverse distribution of the ice control product across the highway (middle third, full width, high side wheel path, strips, etc.).
- **Ground Speed Control-** the material being distributed by the spreader is automatically controlled to deliver the proper application rate, regardless of ground or truck speed.

PAVEMENT CONDITION TERMS

- **Black Ice-** A popular term for a very thin coating of clear, bubble free, homogenous ice that forms on a pavement; there are a number of mechanisms that will produce thin ice.
- **Blow-Over-** A relatively minor accumulation of snow on the road that is primarily deposited by the wind. Road or lane closure would be unlikely if not removed.
- **Damp-** There is a light coating of moisture on the pavement, with no visible water drops.
- **Dry-** No wetting is apparent on the pavement surface.
- **Frost-** A “white” non-homogenous coating of ice that usually forms on surfaces when the air temperature is above freezing.
- **Hard Pack or Snow Pack-** This is formed when saturated snow is compacted by traffic, usually accompanied by a drop-in temperature and the resulting ice is bonded to the pavement.
- **Ice/Pavement Bond-** Compacted snow or ice that adheres to the pavement so strongly that only ice control chemicals or increasing pavement temperature will break the bond.
- **Loose Snow-** Unconsolidated snow that can be blown by the traffic or wind into windrows or off the road.
- **Slush-** An accumulation of snow that lies on an impervious base and is saturated with water in excess of the freely drained capacity. It will not support any weight when stepped or driven on but will “squish” until the base support is reached.
- **Snow Drift-** A significant accumulation of snow on a road that is primarily deposited by the wind. If not removed timely, road or lane closure could result.
- **Thick Ice-** A much thicker coating of ice on the pavement than thin ice, formation may result from: freezing rain, freezing of ponded water, or freezing of melt water that is not able to drain properly. It may be clear or milky in appearance and is generally smooth although it can have a rough surface.
- **Thin Ice-** A thin, clear coating of ice where the pavement surface can be seen; often called black ice.
- **Wet-** The road is surface saturated with water from rain or melt water. Runoff and puddles may nor may not be present.

WINTER WEATHER TERMS

- **Blizzard-** A long duration, wide area, snow event that is characterized by a heavy rate of snowfall, high winds and low temperatures.
- **Blowing Snow-** Airborne snow that is primarily being transported by the wind; precipitation may or may not be occurring.
- **Drizzle-** Light rain that is characterized by very small individual water droplets.
- **Freezing Rain-** Super cooled droplets of liquid precipitation falling on a surface whose temperature is below or slightly above freezing, resulting in a hard, slick, generally thick coating of ice commonly called a glaze or clear ice or non-super cooled raindrops falling on a surface whose temperature is well below freezing will also result in a glaze.
- **Frost-** Also called hoarfrost. Ice crystals in the form of scales, needles, feathers or fans deposited on the surfaces cooled by radiation or other process. The deposits may be composed of drops of dew frozen after deposition and of ice formed directly from water vapor at a temperature below 32o F (sublimation). Frost most often occurs when air temperature is above 32o F and pavement temperature is 32o F or below and is at or below Dew Point.
- **Heavy Rain-** Rain seemingly falls in sheets; individual drops are not identifiable; heavy spray can be observed several inches above the pavement surface.
- **Heavy Snow-** Snow that is falling at a rate of more than 1 inch per hour and visibility is less than ¼ mile.
- **Light Rain-** Small liquid droplets falling at a rate such that individual drops falling on a wet surface are easily detectable.
- **Light Snow-** Snow falling at the rate of less than ½ inch per hour, visibility is greater than ½ mile.
- **Moderate Rain-** Liquid drops that are falling are not clearly identifiable on the pavement surface and spray from the falling drops is observable just above surface.
- **Moderate Snow-** Snow falling at a rate of ½ inch to 1 inch per hour, visibility is greater than ¼ mile and less than ½ mile.
- **Radiometer or InfraRed Thermometer-** A non-contact device that measures the surface temperature of pavements and other objects.
- **R.W.I.S. (Road and Weather Information System)-** A system that is comprised of atmospheric and weather sensors, pavement temperature and chemical sensors, a computer and software system for arraying data and data analysis and a communications system to move the data from point of measurement to the end user.
- **Sleet or Ice Pellets-** A frozen mixture of rain and snow (pellets) that had been partially melted by falling through a layer of the atmosphere having a temperature above freezing, and subsequently refrozen by a colder layer or air near the surface of the earth.
- **White-out-** A short duration situation, within a snow storm, where visibility drops to only a few feet.

TOWN ATTORNEY MEMO



OFFICE OF THE TOWN ATTORNEY

TO: Matthew W. Coppier, Town Manager
FROM: Kevin M. Dence, Town Attorney
DATE: May 18, 2015
SUBJECT: Snow Removal Ordinance—Issuance of Citation Timeframe

FACTS

You provided the following information to my staff. Over the course of the past winter, in some cases where there was a snow removal violation, no citation was timely written/issued; in other cases, a citation was timely written/issued but was not timely delivered. It is further my understanding that in those cases, the sidewalks were cleared either by Town personnel or by private contractors retained by the Town.

ISSUE

Whether, given the above-described facts, citations may be issued to property owners in May 2015 for snow removal ordinance violations of this past winter.

SHORT ANSWER

Yes.

LAW AND DISCUSSION

Conn. Gen. Stat. §7-148(c)(6)(C)(v) authorizes municipalities to require that owners of properties adjacent to sidewalks remove snow and/or ice and to provide penalties for the owner's failure to do so. Town Code §74-102 requires that snow and/or ice be removed within 24 hours of the weather event. Town Code §74-103(a) provides that any owner who fails to comply with the Town Code §74-102 shall be issued a citation and fined \$75 for each offense. Town Code §74-103(b) provides that each day of refusal or neglect to comply shall be deemed to be a separate offense.¹

Neither §7-148(c)(6)(C)(v) nor the Town Code specify when such citation shall be issued. However, Conn. Gen. Stat. §51-164p provides that violations of a town ordinance, for which the penalty does not exceed \$90.00, shall be an infraction. Conn. Gen. Stat. §54-193(c) limits the time frame for the prosecution of such an offense to one year from the date that the offense is committed.

Provided that the Town has evidence, e.g., date stamped photographs of the snow-covered sidewalk or staff records of the violation, it appears that a citation may be issued up to one-year from the date of the violation.²

K: Manager/Snow Removal Ordinance, Issuance of Citation Timeframe, 5-18-15

¹ Issuance of citations for additional days may prove to be problematic. The property owner could claim that he would have instructed his plowing contractor to immediately go to the cited property.

² Town Code §74-104 authorizes the Town to remove the snow or ice and that the expense of such removal shall constitute a lien on the premises. *However, the lien must be filed within 30 (thirty) days from the removal.*

ORDINANCE REFERENCE

ARTICLE IV. - SNOW AND ICE REMOVAL FROM SIDEWALKS^[2]

Footnotes:

--- (2) ---

State Law reference— Highways and sidewalks, G.S. § 7-148(c)(6)(C).

- *(c) Powers. Any municipality will have the power to do any of the following, in addition to all powers granted to municipalities under the Constitution and general statutes:*
- *(6) Public works, sewers, highways. (A) Public facilities. (i) Establish, lay out, construct, reconstruct, alter, maintain, repair, control and operate cemeteries, public burial grounds, hospitals, clinics, institutions for children and aged, infirm and chronically ill persons, bus terminals and airports and their accessories, docks, wharves, school houses, libraries, parks, playgrounds, playfields, fieldhouses, baths, bathhouses, swimming pools, gymnasiums, comfort stations, recreation places, public beaches, beach facilities, public gardens, markets, garbage and refuse disposal facilities, parking lots and other off-street parking facilities, and any and all buildings or facilities necessary or convenient for carrying on the government of the municipality;*
- *(C) Highways and sidewalks. (i) Lay out, construct, reconstruct, alter, maintain, repair, control, operate, and assign numbers to streets, alleys, highways, boulevards, bridges, underpasses, sidewalks, curbs, gutters, public walks and parkways;*
- *(ii) Keep open and safe for public use and travel and free from encroachment or obstruction the streets, sidewalks and public places in the municipality;*
- *(iii) Control the excavation of highways and streets;*
- *(iv) Regulate and prohibit the excavation, altering or opening of sidewalks, public places and grounds for public and private purposes and the location of any work or things thereon, whether temporary or permanent, upon or under the surface thereof;*
- *(v) Require owners or occupants of land adjacent to any sidewalk or public work to remove snow, ice, sleet, debris or any other obstruction therefrom, provide penalties upon their failure to do so, and cause such snow, ice, sleet, debris or other obstruction to be removed and make the cost of such removal a lien on such property;*

Sec. 74-101. - Definitions.

The following words, terms and phrases, when used in this article will have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Occupant means the tenant, lessee or any other person or entity in possession and control of any privately-owned premises.

Owner means the person, estate, corporation or any other legal entity that owns the premises. This includes all owners regardless of number or interest.

Premises means any tract, parcel, lot or other subdivision of land, within the town with or without buildings thereon, that adjoins or fronts on any sidewalk within the town or borders or adjoins any street, square or public place within the town where there is a sidewalk.

Sidewalk means any paved, graded, planked or raised, or in any other way improved, municipally-owned off-road walkway intended for public use.

(Code 1967, § 9-10; Ord. No. 09-03, 12-21-2009)

Sec. 74-102. - Duty to remove snow and ice; throwing snow and ice into street.

- (a) It will be the duty of every owner or occupant of any premises within the town where there is a sidewalk, to remove or cause to be removed from the entire width of such sidewalk any and all snow and ice within the following time limits:
 - (1) In the case of snow 24 hours from the time the snow has ceased as declared by the director of public works or his designee.
 - (2) In the case of ice 24 hours from the time conditions which have caused the sidewalk to have ice upon it or to be covered with ice, have stopped or ceased to exist.
- (b) In any case or situation where the removal of ice is impossible or extremely difficult the owner or occupant will cause such sidewalk to be made safe for public travel by covering the same with sand or some other suitable substance.
- (c) All snow and ice accumulating in the street higher than a point four inches below the bottom of the lowest outlet on any fire hydrant, and within a radius of three feet from the center of such hydrant, will be removed by the occupant or owner of the premises fronting on that portion of the street within 24 hours after the snow event has ceased as declared by the director of public works or his designee.
- (d) No owner or occupant will throw or put, or cause to be thrown or put, any snow or ice into or onto the traveled portion of any public street or highway under the jurisdiction of the town.

(Code 1967, § 9-11; Ord. No. 09-3, 12-21-2009)

Editor's note— Ord. No. 09-3, adopted December 21, 2009, changed the title of section 74-102 from "Duty to remove snow and ice; exception" to "Duty to remove snow and ice; throwing snow and ice into street." The historical notation has been preserved for reference purposes.

Sec. 74-103. - Violation and penalty.

- (a) Whenever any owner or occupant of premises, as herein defined, whose duty it is to remove snow and ice or to otherwise make sidewalks safe for public travel, as herein provided, will fail, refuse or neglect to comply with the same or will otherwise violate any provision of this article will be issued a citation and fined \$75.00 for each offense. The citation must be paid upon receipt.
- (b) Each and every day of refusal or neglect to comply with such provisions will be deemed a separate offense.
- (c) Any owner or occupant issued a citation pursuant to this article will be entitled to a hearing pursuant to the provisions of G.S. § 7-152c as revised.

- (d) The town manager will appoint a hearing officer(s) pursuant to G.S. § 7-152c as revised. The hearing officer(s) will conduct the hearing as provided for in G.S. § 7-152c as revised.

(Code 1967, § 9-12; Ord. No. 09-3, 12-21-2009)

Sec. 74-104. - Action by town upon violations.

- (a) Pursuant to G.S. § 7-148(c)(6)(C)(v), in the event any owner or occupant of premises as defined herein will fail, neglect or refuse to remove snow or ice from any sidewalk or to make any sidewalk safe for public travel or otherwise fails, neglects or refuses to comply with the provisions of this article the director of public works or his designee upon such failure, neglect or refusal may remove any snow or ice from such sidewalk or otherwise make it safe for public travel.
- (b) The expenses of such removal or other necessary action will be a lien upon the premises concerned provided the town council will cause a certificate of lien to be recorded in the office of the town clerk within 30 days from such removal or other necessary action.

(Code 1967, § 9-13; Ord. No. 09-3, 12-21-2009)

DIVISION 2. - PERIODS OF SNOW AND ICE REMOVAL

Sec. 82-61. - Purpose of division.

It is hereby declared to be in the best interest of the public safety, convenience and welfare of the town to regulate and restrict the parking of vehicles on public highways within the control and limits of the town, to facilitate the plowing and removal of snow and ice or to prevent the obstruction of traffic in times of snowfall or other emergency, so as not to impede the transportation and movement of food, fuel, medical care, fire, health, police protection and other vital facilities of the town.

(Code 1967, § 6-51)

Sec. 82-62. - Restrictions generally.

Traffic and parking will be prohibited or restricted within such portion or the whole of any street or highway of the town for such period of time as public necessity, convenience and safety requires, or for such period of time as such street and highway condition continues, or for such period of time as such emergency on such street or highway exists, as may be designated by the town manager or his representative.

(Code 1967, § 6-52)

Sec. 82-63. - Parking during storms.

- (a) No motor vehicle will be parked on a public street or highway in the town during a snow or ice storm that has an accumulation of three inches or more, unless otherwise posted.
- (b) Any person found in violation of this section, in addition to the remedies hereinafter provided in sections 82-65 and 82-66, will pay a fine as provided in section 82-41.

(Code 1967, § 6-53)

Sec. 82-64. - Owner presumed responsible.

In any prosecution or proceeding under this article, the registered owner of any such vehicle will prima facie be presumed to have parked or to have authorized the parking of the vehicle in violation of this article.

(Code 1967, § 6-54)

Sec. 82-65. - Removal and storage of violating vehicles.

- (a) Any police officer of the town, by direction of the chief of police, upon discovering any such vehicle so parked in violation of this article and in such a manner so as to obstruct traffic or constitute a hazard, or so as to hinder efficient snow removal operations, may remove or cause the same to be removed at the risk of the owner to a private garage or private parking area and the owner will pay all expense of such storage. The storage charge will be in addition to towing charges and penalties provided herein.
- (b) Whenever a police officer removes or causes the removal of a vehicle from a public highway, as authorized by this article, he will within a reasonable time report such fact to police headquarters, who in turn will notify the owner of such vehicle upon the owner's inquiry of the removal and reason therefor and the name and location where the vehicle is impounded.

(Code 1967, § 6-55; Ord. No. 08-7, 12-15-2008)

Sec. 82-66. - Towing fees.

Before the owner or person in charge of any vehicle is allowed to remove such vehicle from the place where it has been impounded, he will furnish evidence of his identity and ownership, sign a receipt for such vehicle, and will pay expense of such towing.

(Code 1967, § 6-56; Ord. No. 08-7, 12-15-2008)

Secs. 82-67—82-90. - Reserved.

Sec. 82-6. - Vehicles prohibited on sidewalks.

No person will operate any motor vehicle upon, nor will any motor vehicle be left parked, standing or stopped on or across, any public sidewalk except to cross such sidewalk to enter or leave adjacent areas or to perform necessary sidewalk construction, maintenance or snow removal.

(Code 1967, § 6-4(g))

State Law reference— Similar provisions, G.S. § 14-250a.
 Sec. 82-94. - Maintenance; identification.

Fire lanes established under this division will be kept free of ice and snow and rubbish containers or other obstructions. The owner, agent or occupant of any development to which this division is applicable will cause to be erected, installed and maintained at their own expense permanent, adequate signs bearing the words "FIRE LANE—NO PARKING—CARS WILL BE TOWED AT OWNER'S EXPENSE" in such fire lane. Such owner, agents or occupants will cause such other and further designations as are reasonably required by the fire marshal and/or fire chief to warn persons to keep such fire lanes unobstructed. Failure to maintain a fire lane in accordance with this section will render the owner, agent or occupant of such development liable to a fine of at least \$100.00 per day and no more than \$250.00 per day.

(Code 1967, § 7-7)
 Sec. 82-41. - Parking violation fines.

Any person violating any of the provisions of sections 82-3, 82-6 through 82-8, 82-31 through 82-40, 82-42, 82-63 and 82-96 will be fined in accordance with the schedule of fines set by the council, provided that the fine is paid at the police station within seven days of the offense or received by mail and postmarked within seven days of the offense; otherwise, the penalty will be double, up to the maximum allowed by state statute.

Section		Violations	Fines
82-33	1.	Prohibited zone	\$10.00
82-31(a)(5)	2.	Within ten feet of hydrant	25.00
82-31(a)(6)	3.	Within 25 feet of intersection	10.00
82-31(a)(6)	4.	Within 25 feet of crosswalk	20.00
82-31(a)(6)	5.	Within 25 feet stop sign	10.00
82-31(a)(5)	6.	Over 12 inches from curb	10.00
82-31(a)(1)	7.	Within 50 feet of railroad crossing	10.00

82-31(a)(3)	8.	Obstructing traffic at excavation or obstruction in other manner	20.00
82-31(a)(4)	9.	Upon any bridge or in highway tunnel	10.00
82-32	10.	Left side to curb	10.00
82-33	11.	Overtime parking	10.00
82-35	12.	Loading or unloading zone	10.00
82-36	13.	Parking on tree belt	10.00
82-34	14.	Blocking driveway	25.00
82-6	15.	Parking on sidewalk	25.00
82-31(a)(2)	16.	Within 20 feet of driveway to any fire station or on opposite side of street within 75 feet of such entrance	15.00
82-63	17.	Winter snow ban	15.00
82-38	18.	Violation of handicapped zone	85.00
82-96	19.	Fire lane parking	50.00
82-42	20.	Commercial vehicle parking	50.00
	21.	Other	

(Code 1967, § 6-18; Ord. No. 04-1, § 6-18, 1-20-2004)