



DEPARTMENT OF PUBLIC WORKS,  
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## A Resident's Guide to Winter Snow Removal Operations

The Town of Derry Department of Public Works is pleased to issue "A Resident's Guide to Winter Snow Removal Operations." The intent of this guide is to advise Derry residents of the DPW winter snow plowing and sanding procedures and to ask your assistance so that the town roads can be restored to normal conditions as quickly as possible after a winter storm. Your cooperation is essential if the DPW is to achieve this objective. We at the DPW would like to thank you for your assistance and patience.

The following is a general description of the Town of Derry's snow removal procedure. Each storm is different and requires a flexible approach based on several factors.

### **The Beginning of the Storm**

When a snowstorm begins, the DPW responds by treating the roads with salt. Treating the roads at this time serves two purposes: it prevents the snow from bonding to the surface and creating 'hard pack' and it provides traction to keep traffic moving. Salting trucks are used for this operation.

### **During the Storm**

Plowing operations begin when approximately 3 inches of snow have accumulated on the roadways. Approximately 32 vehicles, both town owned and contracted, are used for snow removal from the roadways and parking lots. The Town is divided into 24 assigned plow routes. Once the plowing begins the vehicles stay on their routes until the storm subsides. These routes are designed so that it takes approximately 3 to 3 1/2 hours to complete one round barring any equipment break-downs, heavy traffic or an unanticipated emergency elsewhere in Town. The main objective during the storm is to keep the roadways passable. At the end of the storm the plows begin the clean-up phase of the storm. This involves the cleaning of intersections and cul-de-sacs and pushing back the snow banks to maintain the full pavement widths of the roads. Residents may want to wait until the roads have been widened out before clearing the entrance of their driveways.

**One major problem with clearing the roads is snow being thrown back into the road.** This creates a hazard to traffic and requires DPW staff to return and clear it from the street. It is actually against the law to throw snow back into public ways in Derry, New Hampshire. Another problem that we encounter is vehicles parked in the roads. This creates an extreme hazard - not only for vehicle traffic but for the snow plows as well. We understand that things

happen and sometimes a vehicle is left in the way and we try to work with people to get them moved when necessary. When all our efforts are exhausted we need to call the Police Department to enforce the Town of Derry parking ordinance. This is not our preferred course of action, but we need to ensure that roads are opened for public safety reasons.

The area that people have the most concern with is, MAILBOXES. We do not deliberately knock over or damage mailboxes. The primary cause of mailboxes being knocked down or damaged is heavy snow that is thrown by the moving plow. On rare occasions, a mailbox is struck by a plow due to reduced visibility during the storm and/or snow banks. Residents are encouraged to place mailboxes at the maximum allowable distance from the pavement away from any street drains. Mailboxes should be inspected regularly to ensure that they are in good condition.

### **Following the Storm**

Once the snowfall has ended and all the roads are cleaned up, post-storm salting begins. The treatment method is based on conditions at that time. All roads that need treatment are treated with salt mixture to improve traction and promote the melting of any snow remaining on the roadway.

### **A Resident's Guide to Winter Snow Removal Operations and Procedures**

Residents can assist the DPW during snowstorms by following these suggestions.

1. Observe all parking bans.
2. Reduce your speed and drive cautiously.
3. Remain off the roads during snowstorms unless absolutely necessary.
4. Do not allow children to make snow forts at the edge of the road.
5. Do not plow, blow or throw snow back into the roadway.
6. Before final cleanup of your driveway, check the road. If does not appear to be widened out, a plow will probably return to plow again, and may push snow back into the entrance of your driveway. Waiting might avoid clearing your driveway more than once.
7. Finally, please have patience. Snow plowing is a time-consuming and laborious job covering approximately 165 miles of roadway. But, with the amount of equipment we use on multiple routes, it should not be long before your road is opened.

The DPW is devoted to providing the residents with dependable and efficient snow removal in the shortest time possible. Your patience and cooperation will benefit all of us during the snowstorm.

### **Sand Available for Residents**

Residents can pick up sand at the Transfer Station on Transfer Lane - Tuesday - Saturday, 7:30 am to 3:30 pm. This service is for home owners only and we ask that you limit the sand you take to two five gallon pails per visit. Contractors are not allowed to get sand at the Transfer Station.