STANDARD OPERATING GUIDELINES
SNOW REMOVAL AND ICE CONTROL
TOWN OF MADISON, NEW HAMPSHIRE

No: 02-001
Governing Laws: RSA 231:92-a, RSA 507-B: 2-b, Town of Madison Regulation 1989-12 (Rev. 11/00)

Original Approval Date: 10/14/2003

Date of this Approval: 10/27/2026

Next Review Date: September 2027

POLICY: It is the goal of the Town of Madison to provide timely, efficient and cost-effective winter maintenance, snow removal and ice control on the roadways of the Town for the safety and benefit of the Town's residents and the general motoring public.

PROCEDURE: The objective stated above will be achieved by implementation and execution of the procedures and tasks outlined in the Town of Madison Winter Operations Snow Removal and Ice Control Procedures. Due to the many variables that are inherent in New England weather, each storm and/or weather event may require slightly different effort and/or emphasis on any number of maintenance tasks, which together, determine the overall winter maintenance, snow removal, or ice control strategy.

LEVEL OF SERVICE: It is not possible to maintain a snow and ice-free road or sidewalk during a storm. It is the intention of the Town to provide practical, safe access to homes, businesses and municipal facilities during winter storms. It is our policy to ***begin*** snow removal operations upon accumulations of two inches of snowfall. The DPW Director may, at his discretion based upon weather information reports ***and other relevant factors***, elect to not remove snow until greater or lesser accumulations. Pre-treatment and ice control may be addressed prior to the actual storm beginning and during the actual storm as seen effective. It should be noted that salt has a much slower effect on melting snow and ice at temperatures below 25 degrees, and may not be applied until ***the temperature exceeds that level***. Clearance of public building walkways and entryways will be conducted during winter storms, ***reorganizing personnel*** availability and the need to maintain safe roadways will take priority.

COMMAND: Direction of all winter maintenance activities for the Town of Madison is vested with the DPW Director or his designee.

EXECUTION: The policy outlined above is intended to serve as the ***guidelines*** for winter maintenance, snow removal and/or ice control for the Town of Madison.
One or more of the following, which may delay or prevent the implementation of this policy, may affect all or any part of this policy:

1. Equipment breakdown.
2. Snow accumulation in excess of 1" per hour.
3. Freezing rain or other ice storm conditions.
4. Traffic congestion.
5. Emergencies.
6. Personnel illness ***or fatigue***.

Note Personnel Policy page 18 dated June 29, 2010:

DPW Employees – Working hours are 7:00 a.m. to 3:30 p.m. Employees shall have a fifteen (15) minute paid break at 9:00 a.m. and a thirty (30) minute unpaid lunch break from 12:00 noon to 12:30 p.m. **During emergency situations, employees are required to take a fifteen (15) minute break for every four (4) hours worked. No deduction in pay shall be taken for up to one hour for a dinner or breakfast break during extreme weather conditions that extend the workday beyond 3:30 p.m. and/or before 7:00 a.m. For the safety of the employee these breaks will be mandatory.** The Highway Agent shall stagger the employee's dinner and breakfast breaks whenever the conditions warrant the need for minimal coverage to be continued for safety of the traveling public.

ADOPTION: The Town of Madison has **adopted** the Winter Operations Snow Removal and Ice Control Policy and ***Guidelines*** **effective** October 14, 2003, **amended** September 17, 2024. All residents are encouraged to familiarize themselves with its content as it describes the road conditions that one might expect to encounter before, during and following a winter storm event.

Town of Madison
Board of Selectmen

Joy Gray,
Selectman

James Eldridge,
Selectman

Jacob Boewe,
Selectman

Joe Dame,
Selectman

Nicole Nordlund,
Selectman

WINTER OPERATIONS
SNOW REMOVAL AND ICE CONTROL *GUIDELINES*

EQUIPMENT: The Town of Madison DPW utilizes all the assets of the department needed to address snow emergencies. All highway trucks have mounted sanders. A list of the current rolling stock assets is included in Appendix A.

ROUTES: Currently the Town of Madison is divided into five plow and treatment routes. School bus routes are prioritized as much as possible.

MANPOWER: The Town of Madison has four or five full-time personnel assigned to its DPW Department. In addition, there are three part-time personnel, depending on availability, who work during storms and clean up periods.

MATERIALS: The department uses approximately 550 tons of salt, depending on availability, and 2500 to 3000 cubic yards of sand each winter season. The sand is used as an abrasive for dirt roads and is applied to improve the public's motor vehicle traction. On paved roads, the Department uses salt as a de-icing and anti-icing agent on a limited basis. The sand supply is obtained and screened from Town property. Salt is purchased from a supplier and trucked to the department's salt shed periodically throughout the season. Salt availability is restricted at times due to the unpredictable demand on the supplier with severe weather situations throughout the state, as well as shipping inconsistencies by cargo ships to Portsmouth Harbor. Unless weather conditions require a different approach, winter maintenance routes are usually treated with a mixture of sand and salt.

COMMUNICATIONS: All of the DPW's rolling stock is equipped with two-way radios capable of transmitting and receiving. Each person on the Department is assigned a unique call number. A list of all call numbers is included as Appendix A to this policy. Although the Madison Highway Department does not have an official communications center it does have radio contact with the Town Office. The Department's radios are also capable of communicating with police and fire officials.

SCHOOLS: The DPW has the responsibility for the clearing of snow and winter treatment of the ***school district's*** driveways and parking lots. On days when school is in session, winter maintenance efforts shall be timed to coincide with bus routing and delivery. The school superintendent or designated official representative shall contact the DPW prior to 5:00 AM to determine the condition of the Town roads in order to determine the safety of students using the school buses. The school representative shall make the decision to cancel or postpone school for that day and notify the DPW immediately.

TOWN BUILDINGS: The DPW has the responsibility for the clearing of snow and winter treatment of the town's driveways, parking lots and entrance ways on days when town offices are open; winter maintenance efforts shall be timed to coincide with the opening hours. On days the buildings are closed a lower priority will be placed on those areas with the exception of the emergency entrances; the Fire Station and the Police Department parking lots will be kept clear of snow to ensure emergency vehicles are able to respond in a ***safe*** and timely ***manner***.

PARKING: The Town has not enacted a winter parking ban, however the Road Obstruction Ordinance which is in effect prohibits any obstruction of any public road which may make traveling the road unsafe. This would include motor vehicles parked on the public road so as to impede the removal of snow. The Town of Madison has the right to tow the offending vehicle at the owner's expense. The purpose of this provision is to allow the winter maintenance crews unobstructed access to snow removal and ice control routes, to ***ensure*** maximum effectiveness of their efforts.

PLOW ROUTE PRIORITIES: With a total of over 50 miles (approximately 100 lane miles) of town roads from which to remove snow and ice, and nine pieces of equipment to handle this responsibility, the DPW has to assign priorities for winter maintenance route activity in order to maximize the effectiveness of their efforts for the motoring public.

A. School bus routes will be given the first priority during school days. Each plow route ensures that the best possible snow clearance will be completed within one half hour of bus route time.

B. Public parking areas at the Town Hall, Library and Fire Station will be maintained by plowing during the winter storm. Shoveling of paths and walkways also will be completed; though the need to maintain safe roadways will always take priority. The application of slip resistant materials to roads, paths and walkways will be applied after the storm as determined by the DPW Director.

C. The Transfer Station will be plowed by a Transfer Station attendant before opening and during the storm as needed. On days when the station is not open, this priority will be lowered. Sand will be used as necessary.

D. Fire Hydrants: All dry hydrants within Town right-of-ways will be cleaned out by a loader as soon as practical upon the cessation of a storm.

E. Each specific plow route list is detailed and attached as Appendix A to this policy.

ROADS RECEIVING LIMITED WINTER MAINTENANCE: The Town of Madison, as voted at 2005 Town Meeting, has declared Town Line Road a no-salt road from Eidelweiss Drive to Modoc Hill Road. However, the DPW Director may use his discretion when severe conditions exist which may impact public safety.

ROADS NOT RECEIVING WINTER MAINTENANCE: The Town of Madison does not maintain a few roadways as part of its ongoing winter maintenance activities. The areas not maintained by the Town include:

A. Town Roads classified as Class VI roads.

B. Private roads.

C. Lead Mine Road from Cooks Pond turn around to East Shore Drive.

D. School District sidewalks which are the responsibility of the School District.

E. Glines Hill Road from Downs Road to the Eaton/Madison town line.

DAMAGE TO PRIVATE PROPERTY: It should be noted that the Town of Madison is not held responsible for damage to private property that is located within the public right-of-way. The right-of-way (ROW) is often 50' wide and is often confused by property owners as their own property. In most cases, the ROW often extends ten to twenty feet of either side of the paved or gravel road. Homeowners often cultivate extensions of their lawns, place mailboxes, erect fences or stonewall in these areas, which improves the appearance of the street greatly, but obstructs maintenance of the roadway.

In the event of personal property damage, the Town of Madison will only be responsible to repair or replace damaged property having been in actual contact with the snow removal equipment that is on private property and not within the public right-of-way.

In accordance with Town of Madison Board of Selectmen's Regulation 1989-12 (Rev 11/00) enacted under RSA 41:11, it is unlawful to put or place snow and/or ice in the traveled portion of any Town road. Whoever fails to comply with the provisions of this regulation shall be guilty of a violation and subject to a fine not to exceed five hundred dollars ($500.00).

POST STORM OPERATION: As determined by the DPW Director or his designee, the snow banks resulting from the previous accumulation shall be pushed back, or shelved, using the plow and wings of the trucks or other suitable equipment to make space for future snow storms.

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

MAILBOX POLICY: The Town of Madison Department of Public Works (DPW) makes every effort to avoid damage to mailboxes during snow removal operations. However, mailboxes located within the public right-of-way may occasionally sustain damage.

Property owners are responsible for the proper installation and maintenance of their mailboxes and posts, including snow removal to ensure access for mail delivery.

The Town will consider reimbursement only when damage is caused by **direct physical contact with Town snow removal equipment.** Damage caused by snow or ice discharged from plowing operations is the responsibility of the property owner.

Mailbox damage must be reported to the DPW **within five (5) business days of the incident with photo documentation of damage.** The DPW Director or designee will review the circumstances and determine eligibility for reimbursement.

For qualifying damage, the Town may reimburse the property owner for repair or replacement expenses, **up to a maximum of $40.00**, including the mailbox, post, and associated materials. The Town will not provide or install replacement mailboxes.

Claims for reimbursement must include photo documentation of damage, and an itemized receipt documenting the repair or replacement expenses. Claims may be submitted the following ways:

- Mail: Town of Madison, P.O. Box 248, Madison, NH 03849
- Email to dpw@madison-nh.org
- In person at Madison Town Hall, 1925 Village Road, Madison, NH 03849

APPENDIX A
List of Trucks and Routes

Truck #5 - 2026 Mack - Route #2 - Driver: Justin Chick - Radio Call # 1

Roads: Colby Hill Road, Mooney Hill Road, Downs Road, Pound Road, Bickford Road, Modoc Hill Road, Glines Hill Road, Maple Grove Road, Peak Vista Lane, Goe Hill Road

Truck #3 - 2019 International - Route #1 - Driver: Jim Spambanato - Radio Call # 7

Roads: Danforth Lane, Greenwood Road, Heritage Road, Winter Road, Charolette Point Road, North Division Road, Deer Drive, Salter Hill Road, Savery Road, Old Colony Road, Marjorie Chick Lane

Truck #12 - 2008 Peterbilt - Route #3 - Driver: Bill Cherry - Radio Call # 5

Roads: Eidelweiss Drive (Town Section), Brenner Drive, Allard Hill Road, Boat Ramp Road, Ridgeview Drive, Tasker Hill Road, Westview Drive, Island Drive, Townline Road, Spigot Hill Road, Pondwood Drive, Ridgeview Drive, Meadows Drive, Boulder Road, Nacomia Drive, Spruce Spur, Brookstone Lane, Pebblebrook Lane, Whitton Ledge Lane

Truck #9 - 2024 Western Star - Route #4 - Driver: Dave Swift/New hire - Radio call #2/8

Roads: Saxon Road, Haven Road, West Shore Drive, Cross Road, Black Birch Lane, Lowry Way, Stag Drive, Alexander Avenue, Fawn Drive, Caroline Avenue, Kingswood Circle, Knight Road, East Shore Drive, Ossipee Lake Road, Walnut Loop, Doe Drive, Whitetail Lane, Moores Pond Road, Pheasant Road

Truck #14 - 2013 Kenworth - Route #5 - Driver: Billy Chick - Radio Call # 6

Roads: High St, Forrest Pines Road, Jones Hill Road, Pine Hill Road, East Madison Road, King Pine Road, Rabbit Run Road, Leadmine Road, Horseleg Hill Road, Fox Road

Truck #1/920 Loader - Route #6 - Driver: Dylan Eldridge/Dave Swift - Radio Call #3/2

Parking lots: Elementary School, Fire Station, Library, Townhall, Cul de Sac's& Intersections