



# Town of Troy

16 Central Square - PO Box 249 - Troy, New Hampshire 03465

**Winter Maintenance, Snow Removal and Ice Control  
Standard Operating Procedures  
Governing Laws: RSA 41:11, RSA 231:92-a, and RSA 507-B:2b**

**Policy:**

It is the goal and intent of the Town of Troy to provide timely, efficient, and cost-effective winter maintenance, snow removal and ice control on the town's roadways for the safety and benefit of the town's residents and the general vehicle traffic.

**Procedure:**

The objective stated above will be achieved by implementation and execution of the procedures and tasks outlined in the Town of Troy Winter Maintenance, Snow Removal, and Ice Control Standard Operating 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 and/or ice control strategy.

**Level of Service:**

It is not possible to maintain a snow and ice-free black road or sidewalk during a storm. It is the intention of the Town of Troy to provide practical, safe access to homes, businesses, and municipal facilities during winter storms.

It is our policy to start snow removal operations upon accumulation of two inches of snowfall. The Road Agent or his/her designee at his/her discretion, based on weather information reports, may elect to remove snow at a greater or lesser accumulation.

Pre-treatment and ice control may be addressed prior to actual snow beginning, during the actual storms as seen effective, and after the storm. 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 without additive until it is warmer.

**Command:**

Direction of all winter maintenance activities for the Town of Troy is vested in with the Road Agent or their designee.

**Execution:**

This policy is intended to serve as the normal operation procedures for winter maintenance, snow removal and/or ice control for the Town of Troy. 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:

- Equipment breakdown
- Snow accumulation in excess of 1" per hour
- Traffic congestion
- Emergencies
- Personnel illness
- Extensive long, drawn-out storm, with an exhausted crew

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## **Winter Operations**

### **Snow Removal and Ice Control Procedures**

#### **Equipment:**

The Highway Department utilizes all the assets as needed to address snow emergencies. Snowplow equipment consists of two F550 pickup trucks with sanders, one CAT loader and one trackless sidewalk plow with sander.

#### **Manpower:**

The town has two full-time highway employees, including the Road Agent, assigned to its winter maintenance operations. In addition, part-time employees are retained to supplement our full-time employees when storm conditions warrant the need for additional resources.

#### **Materials:**

The department uses salt and sand to treat the roads each 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 sand is mixed with salt and tightly spread as close to the middle of the road.

#### **Communications:**

Citizens are encouraged to call the Highway Department at (603) 242-3649 if they see an emergency event such as a flooded road or downed tree.

#### **Elementary School:**

The Highway Department is responsible for the clearing of snow and winter treatment of the Troy Elementary School access drives and parking lots. On days when school is in session, winter maintenance efforts must be timed to coincide with bus routing and delivery.

The Monadnock Regional School District Superintendent and/or school bus transportation official may contact the Road Agent to determine the condition of the town's roads in order to determine the safety of students using buses. The school representative and school bus transportation official shall make the decision to cancel or delay school opening for the day.

#### **Sidewalk Snow Removal:**

Sidewalk snow removal around the Common, Recreation Center, Library and Troy Elementary School (unless school is canceled) will be conducted within 24 hours of the end of a storm by the Highway Department.

#### **Roads Not Receiving Winter Maintenance:**

The Town of Troy does not maintain a number of roadways as part of its ongoing winter maintenance activities. The areas not maintained by the Town of Troy includes:

- Town roads classified as Class VI roads
- Private roads
- State highways

#### **Damage to Private Property:**

It should be noted that the town is not 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 extends ten to twenty feet on either side of the paved or gravel road. Homeowners cultivate extensions of their lawns, place mailboxes, erect fences or stone walls in these areas, which improves appearance of the street greatly, but can be obstructive to good maintenance being conducted on the roadway.

**Mailboxes and Other Structures Within Highway Right-Of-Way:**

Occasionally mailboxes or other devices are damaged by snowplowing operations due to poor visibility, the mailbox being buried in the snowbank, or the weight/volume of the snow coming off the snowplow. This damage is not deliberate and in most cases is unavoidable. The Town of Troy is not responsible for damage and does not repair, replace, or re-erect boxes that are located within the highway right-of-way.

**Widening or Pushing Back Snowbanks:**

Following snowstorms, the Highway Department will typically push back snowbanks. This is a necessary operation because it accomplishes the following:

- Provides room for future snow storage
- Reduces or prevents melted snow from running out onto the roadway and creating icing conditions
- Increases safe sight distance at intersections and driveways
- Helps eliminate protrusions at driveways and intersections

Unfortunately, there is no way to prevent depositing snow into previously cleaned driveways or walkways. With hundreds of driveways along our road system, it is impossible to clear these as the cost would be prohibitive. **Residents are reminded that snow shall not be pushed into and left on the public roadway. Residents found to have ignored this requirement will be given a verbal warning (first offense), a written warning (second offense), and a \$75.00 fine, payable to the Town of Troy (third offense).**

**Adoption:**

The Town of Troy has adopted this Winter Operations Snow Removal and Ice Control Policy effective May 5, 2022. All residents are encouraged to familiarize themselves with the content as it describes the condition that one might expect to encounter before, during and following a winter storm event.

This ordinance passed and adopted this 5th day of May 2022.

Town of Troy  
Board of Selectmen,



Richard H. Thackston, III, Chairman



Curtis Hopkins, Selectman

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TJ Chasse, Selectman