



MAINSCAPE® WINTER SEASON BASIC OPERATIONAL PLAN

Typically from October to End of April, but we have had snow as early as September 19th and late as May 25th.

General Snow Event Procedure

Pre-storm

We monitor many different weather services. Forecasts can vary, so we make an educated guess based on the information provided by these services to plan and schedule when crews will be dispatched. We find the most accurate sites to be Weather Underground and Windy.

When we see an Event in the forecast we keep our crews on call to be ready to be dispatched at any hour. Usually, 12 to 8 hours before, we determine our start time. At this time we will send out a “Pre-Storm Operational Plan Report.” to all Community Leadership Members. This document explains our plan of action, our dispatch time, and any special considerations.

Our dispatch times are triggered at 2 inches, but safety is our greatest concern, so sometimes that measure is secondary. Dispatch times are calculated considering the following factors:

- Start and Cessation of Snow Event
- Amount and rate of accumulation
- Wind
- Prominent commute times
- Future forecasted snow events

During Snow Event

Our mission is to keep roads and sidewalks safe for residents to travel. Our general plan of action is as follows.

In the early season, expect routes to take a little longer, and some missed areas. We may have rookie crew members. And veterans are refreshing their skills. Just contact us if you observe areas that need improvement.

At original dispatch:

- A **grader** will be working on our “main veins.” These are roads with the most traffic. They include:
 - Cabraun Hills Rd, the eastern end of Alsace, 599th, 600th, 601st, 602nd, 6th, 8th, 9th, Cedar, Balsam, White
- *As the Grader completes its route, berms may be left in front of your driveway or parking lot entrance. We prioritize getting roads cleared and then work on berms that have been left. We will return later in our day’s operation to move them.
- **2 Loaders** will be working on areas that require snow to be moved a long way. Usually in Cul-de-sacs, Roundabouts, and long or wide streets.
 - **10 plow trucks** will be removing snow from all neighborhoods. Again, their priority is getting roads cleared for safe travel and then we will return and clean up any berms they may have created. If you have a rolled curblin in your neighborhood, they will be clearing the sidewalk at this time as well.
 - A **skid steer** will clear all sidewalks not cleared by trucks. They will use a snow plow or snow blower depending on conditions. They may create a berm in front of driveways. We will be by to clean up these berms later in our operational day. Most days, the skidsteer begins on 599 and moves east over to Bear Paw. Then it moves down to South Post working West to East. Once complete, it will move to North Town and Tanana Trails bike path.

Once roads are sufficiently cleared for travel

- Driveway ends will be cleared
- Parking lots will be cleared.
- COMs will be completed
- All Hydrants, Mailboxes, and Dumpster Pads will be shoveled.
- Bike Paths will be cleared
- A truck is dispatched to sand all intersections and roundabouts. .

Plowing Methods

Each neighborhood has a system for removing snow that has been developed over 13 years, by operators with over 100 years of experience. Different methods have proven to work better than others. Safety and efficiency are our priorities when developing methods.

- In some neighborhoods we gather snow from the road and distribute it amongst the yards along the road. We will be back to clear the piles left in

yards later in the season. Yard pile removal prioritization is factored by how much traffic is on that road.

- Other neighborhoods snow is gathered and left in a berm in the gutter along the road. We will be back to clear these berms, typically in the next few days depending on size and snow event occurrence.
- On some roads, and in all cul-de-sacs and parking lots, snow is gathered from the entire area and stockpiled in a large mound. We designate areas to pile snow based on accessibility for removal and visual obstruction avoidance. We will be back to clear these piles within a couple weeks depending on size and snow event occurrence.

Residents that have questions should reach out to their community center for support.

Things for residents to do to help us make your roads as safe as possible and thoroughly clear snow from roads and parking lots:

- Keep roads clear as possible. Keep the following out of the road during a snow event:
 - Parked vehicles including trailers and RVs
 - Basketball hoops.
 - Trash cans, unless it is your trash day. Move them off the road and sidewalk as soon as you can once they are empty
 - Driveway snow. **IT IS EXTREMELY DANGEROUS TO SHOVEL SNOW INTO THE ROAD.**
- Limit your travel if possible
- Turn on your headlights
- Pedestrians should wear bright and/or reflective colors. Make eye contact with operators and drivers to make sure they see you. Stay off of your phone.
- Do not follow closely behind any equipment or trucks, we make frequent stops and back up often.
- Be aware that sometimes we will travel down the wrong side of the road or turnaround in the road.
- We do the best we can in parking lots, it is difficult to work around a lot of cars and we realize there aren't many other options for residents to park their vehicles somewhere else. Unfortunately, our safest and most efficient times to plow are also when residents are most likely to be parked in the lots. We

monitor the lots and see if there are opportunities to get the places we were unable to clean in the days following a snow event. **Abandoned and broke down vehicles are a hazard** and prevent us from doing a complete job in the lots.

It's very important to note that children should not be playing in or on snow piles. It is extremely dangerous. There is a risk of severe or fatal injury should they fall from or be crushed by a pile. We check piles before removing them, but there are so many other safer and fun areas to play in the snow.

After a snow event

The day after a snow event is a clean up day. We will “tidy-up” neighborhoods where snow was missed due to obstructions. Neighborhoods that had a scheduled trash day during the snow event will want to make sure to pull their trash cans into their driveways because we will be coming back around to clear snow where we couldn't reach.

Once a snow event is complete, we will send out a Snow Event Report to North Haven leadership that sums up our operations, event metrics, and our future operational plan.

SNOW HAULING PROCEDURE

Our order of priority for snow hauling is:

1. Gutter berms along roads
2. Parking lot and cul-de-sac piles
3. Yard piles located on busy roads
4. All other piles

Blowing berms

This is when we use a large snow blower to remove the berm along the gutter and blow into trucks to haul to a snow dump.

- Flagger assist us in rerouting traffic around the areas where we are working.
- There will be signs out, indicating work areas.
- We can do a more complete job if the road is cleared of parked vehicles and trash cans.

- Limit travel in these areas. Travel ideally should be limited to local traffic only. Often we will keep the flow of traffic in this area following the direction of the blower.

Hauling Piles

We use a loader to scoop parking lot or yard piles into dump trucks to haul to a snow dump.

- Flaggers will be around the work area stopping traffic until it is safe to pass.
- Avoid these areas if you can, but usually the wait is just a couple minutes or less.
- We usually do not put signs out for this operation, as we move around quite a bit.
- We will keep North Haven notified of our basic schedule for pile removal.

Hard Pack Removal

We use equipment and a snow blower to pull up and scrape the build up of snow and ice created on the road and parking lots.

- We like to do this a couple times throughout the season, but certainly it will be completed at the end of the season, typically in March.
- We put out signs the day before and notify North Haven of our schedule in advance.
- It is very important to clear the road or parking lot of all vehicles. It is difficult to remove hard pack with vehicles in the way. It will create many safety hazards if vehicles are not moved.
- While working we will block off part or all of the road for at least a few minutes. Travel should be limited to local traffic only, and even they could be delayed for a while.

Snow Dump Locations

*Do not enter snow dumps especially when in operation. **Never let children play in snow dumps!***

- Corner of Neely and Cabraun Hills Road
- Canol Rd behind Siku Basin
- The Southern end of Linden Dr
- Gaffney Across from Airfield