



Complaints

Plowing snow from Westborough's streets is a complicated and formidable task. The hours can be extraordinarily long. The Town realizes that in an operation of this nature there are bound to be complaints and requests for additional service.

All complaints are tracked by the Department of Public Works. Calls for service should be avoided early in the storm since it may take several hours for plows to make their way to each and every street. If you feel a request for service is warranted, please call the Department of Public Works at **508-366-3070**. Calls to other Town Departments will not result in quicker service.

Remember, driving in winter snowstorms should be avoided whenever possible. In every winter storm, there are times when road conditions are hazardous despite everyone's best efforts. The Department's work to restore safe road conditions is completed more quickly and efficiently when roads are free of traffic and illegally parked cars.

Important Telephone Numbers

Police/Fire Emergency	911
DPW Main Office	508-366-3070
Electric Company National Grid	800-322-3223
Gas Company NStar	800-592-2000
Telephone Verizon	508-555-1611
Cable TV Charter Communications	800-634-1008



Town of Westborough

Department of Public Works

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A Resident's Guide to Winter Snow Operations in Westborough



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Winter Snow Operations in Westborough

When snow falls, it is imperative that streets and sidewalks get cleared as quickly and efficiently as possible to ensure transportation safety as well as to restore curbside parking convenience. Town plowing and snow removal will always be impacted by such unavoidable impediments as equipment failures and breakdowns, equipment maintenance and refueling, necessary crew breaks, vehicles disabled in deep snow, and the unpredictable severity of New England's winter storms. Residents need to "pitch in" to help with cleanup operations.

This guide will help explain Town operations and resident requirements.



Snow Plowing Operations

The following is a general description of Westborough's Snow Fighting Plan:

STEP ONE

When snowfall begins, the Public Works Department responds by salting the main roads.

STEP TWO

Plowing begins when there is an accumulation of approximately three inches of snow. The Department's policy is to plow the full width of the street, curb to curb, during each storm. However during heavy snowfall periods, the Town will concentrate on keeping the road open.

STEP THREE

Once snowfall has stopped, salt trucks begin post-storm salting. Main streets are salted to achieve bare pavement and residential streets are salted if slippery conditions exist. Plows also widen streets not plowed from curb to curb. Town buildings and parking lots are also cleared.



Driveways

While plow drivers try to minimize the amount of snow that gets plowed into driveways, clearing driveway openings is the responsibility of the property owner. Plows cannot be lifted as they pass by driveways.

Residents should realize that snow may be plowed into driveways several times during snow plowing operations. Residents may wish to clear driveways several times during the storm or wait until plowing activities have concluded. Shoveling or plowing snow into the street is prohibited by Town Ordinance.



Sidewalks

Snow and ice makes walking difficult for school children, mail carriers and elders.

Clear openings at corners and crosswalks so pedestrians can cross safely.

Property owners or tenants should remove snow and ice from abutting sidewalks within 24 hours from the end of the snowfall, and should clear all sidewalks and footways at a safe and comfortable width of at least 24 inches.



Fire Hydrants

The DPW flags all fire hydrants, in order to make them visible in piled snow and snow drifts. The DPW and Fire Department welcomes any assistance that residents can provide in clearing the snow from around fire hydrants.



Parking Space Savers

Town Ordinance also prohibits anyone from obstructing a public street or sidewalk without a permit. Therefore, any chairs, barrels, traffic cones or other objects placed in the public way to "reserve" parking spaces will be removed and disposed of immediately.



Public Works Online

Please visit our Department page online at:
www.town.westborough.ma.us

- Download Permit Forms
- Updated Construction Info
- Report Potholes
- Public Notices
- View Policies / Regulations