

## SNOWSTORM OPERATIONS BEST PRACTICES

During the winter months, agencies must plan to protect their workers and community from accidents occurring on snowy and icy surfaces. Every storm event is different, and the agency's needs and resources will vary. The following best practices are for planning for snowstorm operations presented by winter storms.

### PRE-STORM OPERATIONS

- **Chain of Command**
  - Identify who will hold command staff positions. Plan for at least two persons for each command staff position to staff the command center around the clock for the first day or two for major snow events.
  - Develop a written snow plan with defined roles and hierarchy.
  - Verify emergency contact information.
- **Staffing**
  - Supplement crews with backups, including contractors, utilities, fire department, and per-diem drivers, both CDL and non-CDL. If hiring CDL drivers be sure to query the FMCSA Drug & Alcohol Clearinghouse.
  - Consider areas that may require the use of contractors with specialized equipment i.e., cul-de-sacs.
  - Consider having departments clear their lots, i.e., fire departments and utilities.
- **Shift Work Planning**
  - Remind workers of the need to prepare their homes and families for their absence during the emergency.
  - Consider sending workers home early in anticipation of a call back i.e., sending a crew home if a storm is predicted to begin during the night.
  - Consider shifts of 12 hours of continuous operation (with allowances for meal breaks and periodic rest. periods); followed by 6 hours of downtime. Under extreme conditions, entities may need to extend shifts, but should not exceed 18 hours.
- **Rest Breaks and Sleeping Accommodations Planning**
  - Agencies may need to encourage drivers to stay at their facilities. Provide sleeping arrangements at fire and EMS stations, a senior center, or the municipal complex.
  - Ensure quiet time at these locations.
  - Plan for power interruptions at these locations.
- **Health and Welfare Planning**
  - Consider the needs for food and hydration.
  - Educate workers on appropriate winter and protective apparel.
  - Remind workers to pack personal items such as medications, special dietary needs, etc.
  - Remind supervisors and employees that employees on transitional duty may not work beyond their medical restrictions.

## STORM OPERATIONS

- **Establish Priority Routes and Areas**
  - Clear parking lots and access routes of emergency response agencies (police, fire, and EMS) first.
  - Consider providing sand/salt to use until clearing can occur at the facilities.
- **Communication Planning**
  - Establish who will operate as Base (part of the incident command structure).
  - Determine who takes calls from residents, both emergency and non-emergency (complaints).
  - Establish liaison with other agencies, news agencies, etc.
  - Ensure operators remain in constant contact with the Base.
  - Establish procedures for reporting and responding to accidents/incidents.
- **Deteriorating Storm Conditions – When to Temporarily Halt Operations**
  - Who will make the final call?
  - Include the criteria for “temporary halting of operations” in your plan, i.e., discontinuing operations until conditions improve, with consultation of major stakeholders.
  - Encourage all who are in the field to report the status of conditions for the safety of the entire crew.
- **Fatigue**
  - Inform drivers that they have the personal responsibility to pull themselves from driving if they feel overly fatigued or diminished. Have a procedure on how the driver will report to a supervisor and how to address the situation within employment agreements.
- **Rotation**
  - Incorporate travel distance to work into shift planning. Those who live farthest, go home after 12 hours to sleep and return for the next shift.

## POST-STORM OPERATIONS

- **Return to Normal Operations**
  - As conditions normalize, transition back to normal 8-hour shifts.
  - Consider fatigue from the extended shifts when transitioning back to normal operations.
  - Inspect, repair, and perform routine maintenance on equipment.
- **Debrief**
  - Review with all stakeholders what worked well and what challenges were encountered during the storm.
  - Update the Snow Emergency Plan with lessons learned from the event.
- **Liability Considerations**
  - Maintain a record of weather conditions.
  - Document actions taken, date, time, crews, equipment employed, and the materials (salt, etc.) used.
  - Record all complaints with the date and time received. Document the specific actions taken and the time of the action in response to complaints.
  - Take photographs to record weather conditions and incidents.
  - Preserve newspaper articles on storm severity and clean-up activities.
  - Work with the police to have their accident reports supplemented with photographs showing conditions.

Snow events are difficult, but proper planning and training can ease the strain on employees, management, and the community. NJCE offers additional resources through Live virtual training, Learning On Demand, and NJCE Briefings that can help you prepare for the next storm.