

Policy: **PWD-0901** Policy Title: Mailbox Replacement Policy

Policy Purpose: To Establish Consistent Reimbursement Policy to Customers for Mailbox/post Damage Implementation

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## Town of New Milford Mailbox Replacement Policy

It shall be the policy of The New Milford Public Works Department that if any mailbox or post is damaged as the result of snow removal operations, the following procedures and practices shall occur:

- When a mailbox or post is damaged by direct contact from our snow removal equipment, the following shall occur.
  1. Inspection of mailbox and post to determine cause of damage (photo document when possible);
  2. Inspector must check log book kept during snow operations to determine if operator called in the "strike"; and
  3. Following investigation, the mailbox or post will be repaired or replaced if it was determined the plow operator was at fault. In some cases, the permanent work may need to be delayed until weather permits proper installation/repair.
  
- The Department of Public Works will NOT be responsible for mailbox damage from snow being discharged from snow removal equipment during any and all Winter weather events regardless of whether the mailbox was properly installed, improperly installed or poor maintenance is evident (i.e. post is rotted, etc.). The responsibility for making repairs shall be borne by the property owner.

However, in either case, the Public Works Department will assist elderly or impaired property owners with repairing damage to their mailbox or post to insure they are able to receive mail.

Expensive decorative and specialty mailboxes are not required and therefore the financial responsibility will NOT be borne by the Town. Decorative mailboxes and posts that receive direct contact from snow removal equipment will be replaced with a standard mailbox and post. The majority of mailbox and post damage is the result of improper installation, maintenance, or existing condition of the mailbox. A properly installed and maintained mailbox will withstand the snow removal operations that occur during the winter months.

It is very uncommon that a mailbox is directly contacted with snow removal equipment if the mailbox and post meet the guidelines established by the United States Postal Service. Please refer to page two of this policy for the approved guidelines for mailbox installations in New Milford. However, mailboxes must meet the guidelines established by the U.S. Postal Service and mailbox supports must meet the guidelines established by the American Association of State Highway and Transportation Officials (AASHTO).

If a mailbox or post is damaged by other general roadside maintenance equipment (i.e. mower, backhoe, etc.) in-kind replacement is appropriate, if it can be shown and proven that the mailbox and post were properly installed based on the attached requirements. No mailbox or post shall ever be replaced with a non-compliant version

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### Approved Guidelines for Mailbox Installation


The Town of New Milford requests that all residents with a mailbox conform to the following United States Postal Service guidelines when installing and/or maintaining their mailbox. Following these guidelines will reduce or eliminate the chances of your mailbox being damaged by a town snowplow.

1. The bottom of the mailbox should be between 41 - 45 inches above the road surface elevation (36-41 inches above top back edge of the curb when present).
2. The face or front edge of mailbox should be 12 inches minimum and 18 inches maximum behind the edge of the pavement (or face of curb when present).
3. Support structures for mailboxes shall be constructed of break-away material, either four inch by four inch (4" x 4") lumber or two inch (2") in diameter, thin wall steel pipe with a wall thickness less than 0.155" (5/32"). The support structure shall be buried no more than twenty four inches (24") into the ground.
  - Any other mailbox support structure is not acceptable. Unacceptable support structures include, but are not limited to, brick, block, stone or concrete masonry columns, wagon wheels, steel pipes in excess of the previously defined two inch (2") diameter 0.155" thickness and lumber posts in excess of four inches by four inches (4" x 4"). Use of railroad ties, brick or masonry is prohibited as they are dangerous.
4. Weather resistant (i.e. stainless steel, coated, etc) #8 minimum size screws should be used during assembly of mailbox and post. (Do not use nails)

Proper installation and maintenance of your mailbox and post will help to prevent damage during snow removal operations. The town is not responsible for mailboxes damaged during snow plowing if they do not meet U.S. Postal Service and AASHTO guidelines. A complete set of guidelines can be found in USPS publication STD 7B which governs the design and specifications of curbside mailboxes and AASHTO's Roadside Design Guide, 3<sup>rd</sup> Edition (Chapter I I) or latest revision, which governs the acceptable support structures and their installation. A copy of these publications is hereby incorporated as part of this policy. The website link to the USPS document follows and a copy of the Roadside Design Guide is available at the Department of Public Works Office located at 6 Young's Field Road.

For more information call the Public Works Department at 860-+355-6040 or

<https://www.usps.com/manage/mailboxes.htm>



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