



**Public Service Department
ANNUAL REPORT
2015**





Public Service Department

March 25, 2016

Dear Members of the New Albany Community,

I am proud to be associated with one of the hardest working public works department in central Ohio. As the service director of the New Albany Public Service Department, it is my pleasure to present the many accomplishments of the service department in our 2015 Annual Report to the community. This report highlights the achievements and successes of our staff and city as a whole.

What sets New Albany apart from other cities is the community partnerships we establish with our residents, businesses, school district, township and local civic organizations. It requires a collaborative team effort to solve problems and respond to the needs of the entire community.

As you review the details in our sixth annual report take interest in the services that are most important to you and contact us for any specific needed information or questions you may have. One of our continuing goals is to provide caring responses in all the things that the service department does for its citizens, so understandably we can only improve through positive communication.

While this report looks back to last year's accomplishments, we however are always looking forward. In 2016, our attention will be focused on city initiatives towards employee health and wellness looking to develop and implement departmental incentives and programs. Also, we will continue to evaluate our levels of service quality and efficiency, wanting to maximize our return on investment for the community.

Our staff is committed to providing valued services to the community. If at any time you have questions about these services, suggest changes or improvements, or just want to let us know how we are doing, please contact our office via the city web site at www.newalbanyohio.org.

Sincerely,

A handwritten signature in blue ink that reads "M. Nemec".

Mark Nemec
Director of Public Service



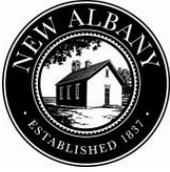
Public Service Department

Mission Statement

Providing high quality services to the community and maintaining the public infrastructure is the mission of the New Albany Public Service Department. With knowledge, innovation and collaboration services like snow removal and leaf collection are performed and assets like roadways and utilities are managed. Through the efforts of a motivated and professional workforce and citizen involvement our mission is carried out.

Vision Statement

The New Albany Service Department pledges to be the organizational leader in providing benchmark services and infrastructure management to the community. With a strong commitment to its citizens and business partners we serve to ensure safety and quality of life in New Albany. Working collectively we find success in solving problems confronting our community so we can move forward for a better tomorrow.



Public Service Department

Value Statement

As members of the New Albany Public Service Department and partners with the community we hold to these core values:

Professionalism

Being the employees of a highly trained force we maintain the skill, competence and character expected in delivering services to the community.

Integrity

In the performance of our duties we remain steadfast in adhering to high moral principles and standards of our profession.

Reliability

As a trusted member of the community we carry out our work in a manner that is timely and dependable.

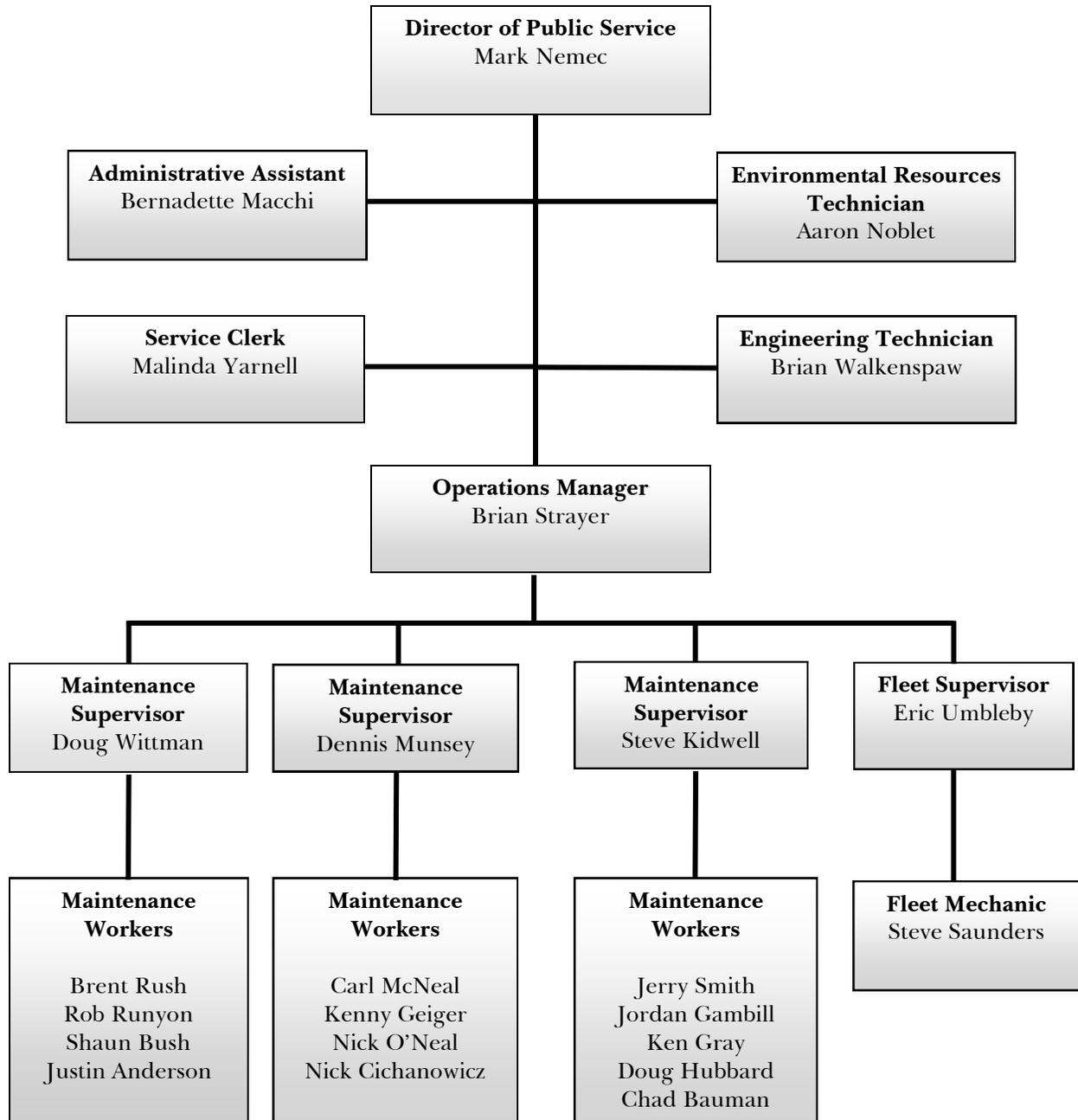
Quality

Setting high standards in the performance, workmanship and completion of our duties is essential in the way we operate.

Pride

Taking ownership and satisfaction in achievements made as individuals and as a team is the foundation for our success.

Public Service Department Organizational Chart



City of New Albany 2015 Statistics

Area: 14.21 Square Miles
Population: 8953 (MORPC estimate)
Residential Units: 3243 (Single family)

Streets:

Highways (US, SR) 18.8 Lane Miles
Community Arterials 128 Lane Miles
Local & Residential Roads 92.5 Lane Miles
Total 239.3 Lane Miles

Water:

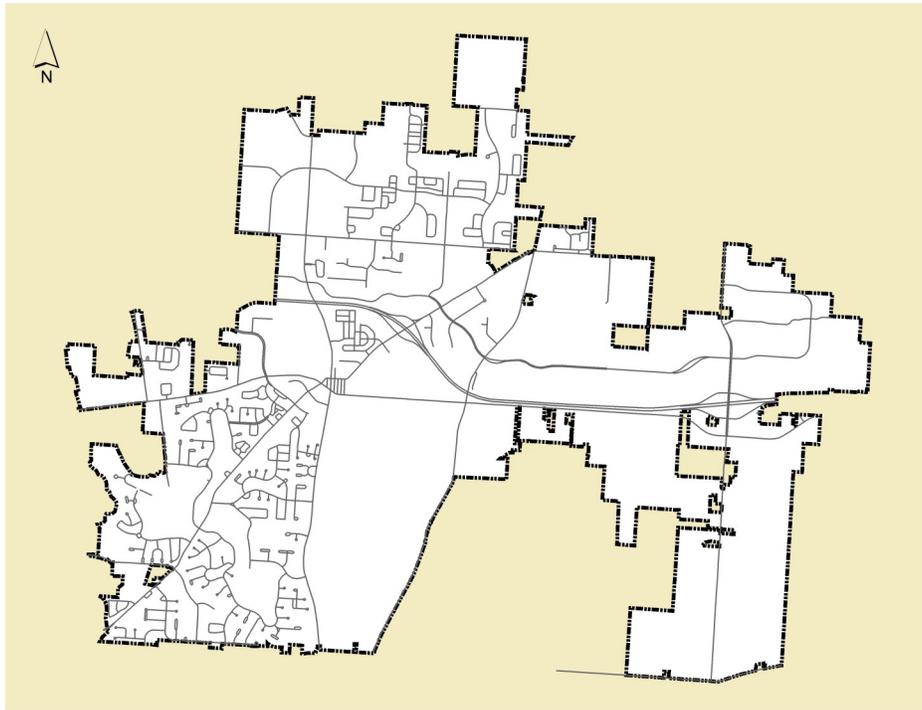
Fire Hydrants 1118
Waterlines 81.5 Miles

Sewers:

Sanitary Sewers 63.8 Miles
Storm Sewers 78.7 Miles

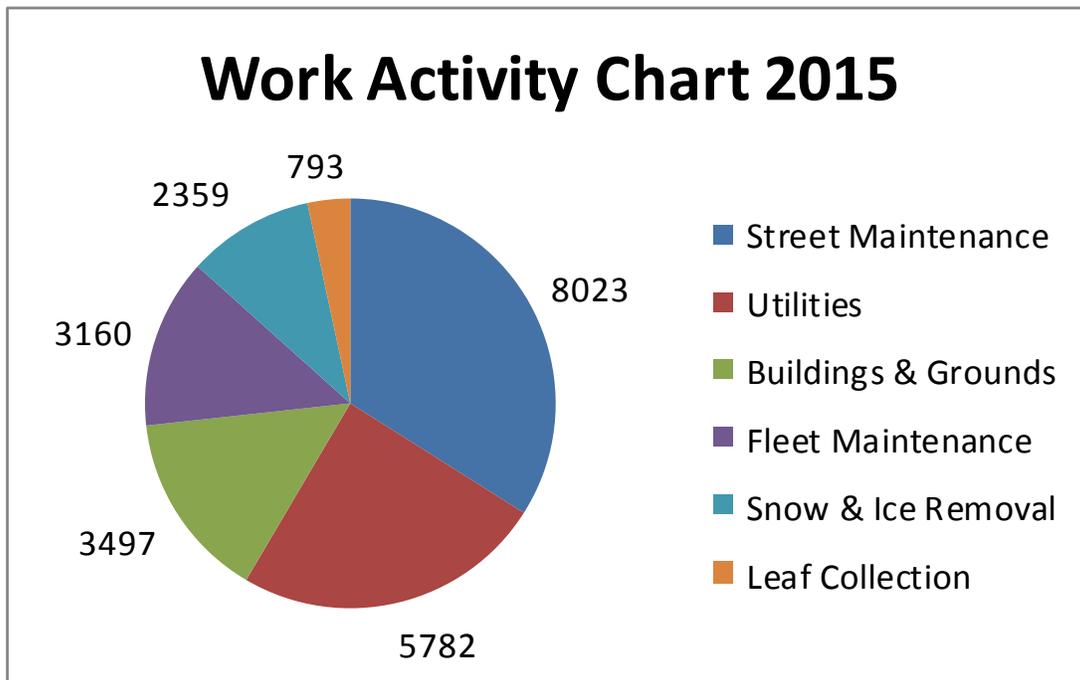
Transportation:

Bridges 21
Streetlights 1212
Traffic Signals 19 Intersections



Public Service Department Work Activity

The graph below depicts the number of work hours dedicated to each service performed by the maintenance staff of the public service department. As highlighted in the pie chart below the top three categories of work performed are street maintenance, servicing utilities and maintaining building and grounds facilities.



Street Maintenance includes tasks like roadside berming, guardrail repairs, right of way mowing, repairs to street lights and traffic signals, street repairs, street sweeping, street tree pruning, traffic sign replacement and trash/animal pick up.

Utility work includes repairs and maintenance on fire hydrants, sanitary sewers, storm sewers and marking city owned utility infrastructure such as fiber optic lines and water mains.

Buildings and Grounds encompasses any repairs made to the city owned properties which includes the police department, public service department, village hall, the water tower as well as surrounding properties.

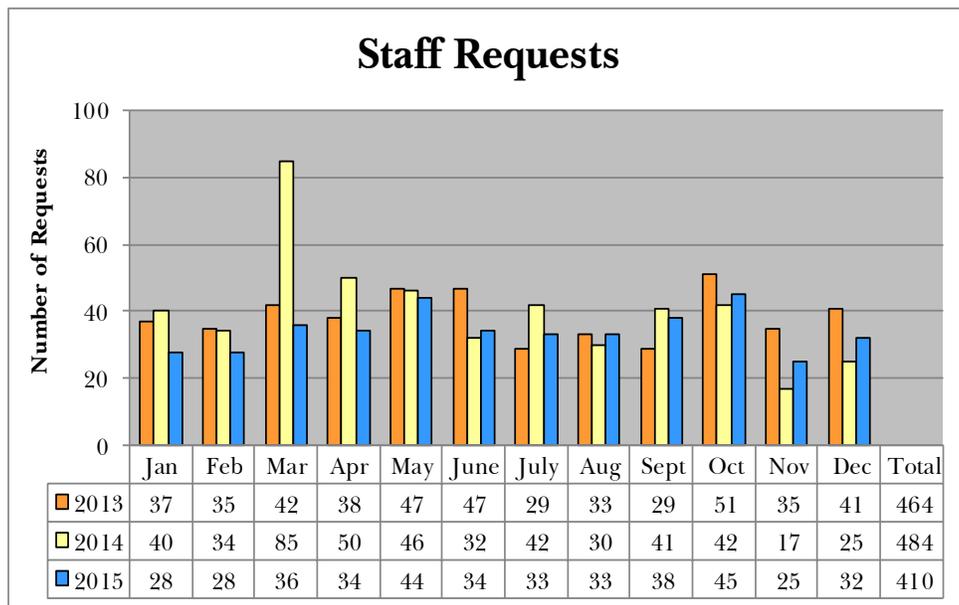
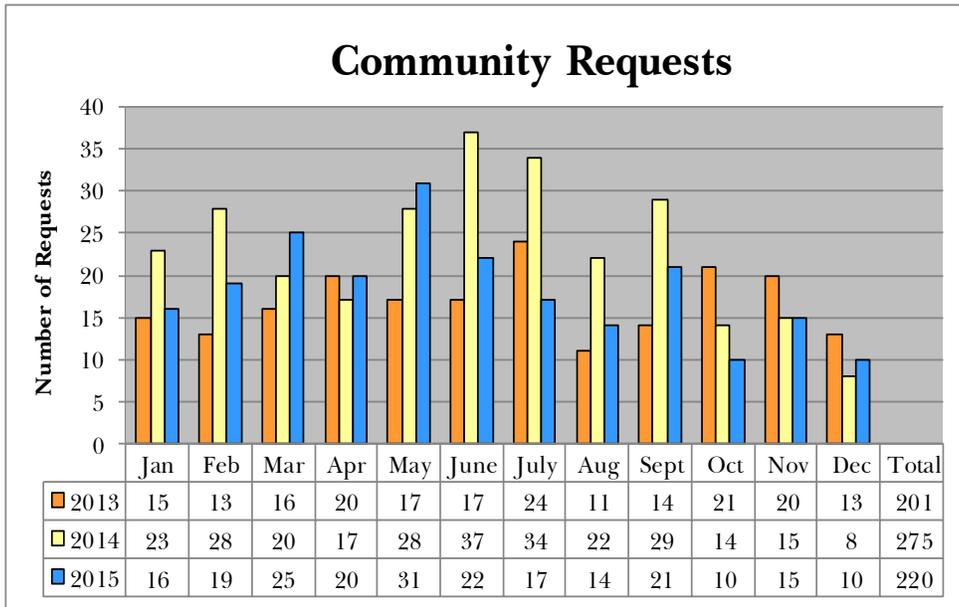
Leaf Collection is a seasonal city service that is offered to residents during an eight week period from mid-October to early December. Service crews will collect leaves that have been raked into piles at the curb or in the tree lawn area.

Snow & Ice Control operations are performed generally from December to March whereby crews plow snow and salt roads during winter storm events.

Fleet Maintenance of all city owned vehicles and equipment is performed by the public service department through the labor of its fleet mechanic and service workers.

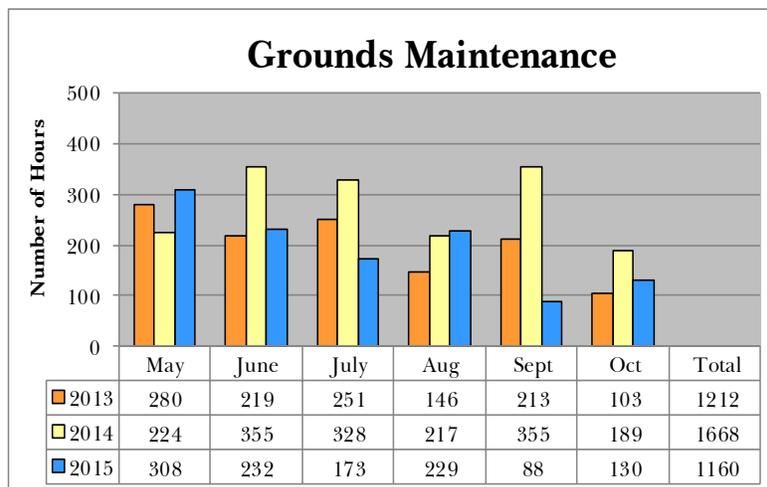
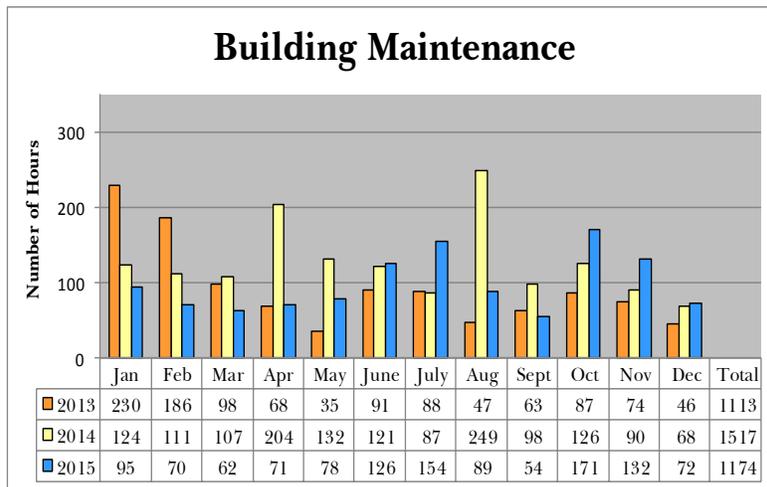
Requests for Service

When residents, businesses and other city departments require maintenance services or become aware of infrastructure problems they contact the public service department for assistance. Staff members routinely take calls and emails covering a wide range of requests such as traffic signs down, streetlights out, potholes in the roads, sewer backups, missed trash collection, flooding in backyards, etc. These requests are recorded and tracked as work orders in a database management system. They are assigned to maintenance crews for resolution. Requests for service are divided into two categories; requests from the community and requests from city staff.



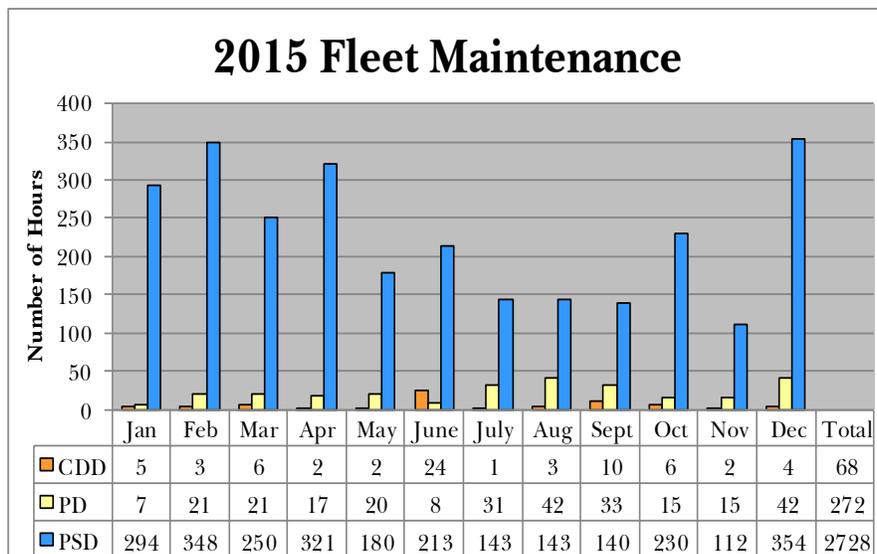
Buildings and Grounds Maintenance

The public service department is responsible for the management and repair of all publically owned buildings and grounds. Crew members work on various building repairs as part of their regular maintenance duties which can include tasks related to painting, plumbing, electrical, heating and cooling and structural repairs. Grounds maintenance involves caring for building properties, cemeteries, parks, memorials and nature preserve areas. Service department staff oversees mowing, landscaping and general horticulture activities at all public properties during the growing season of April through October.



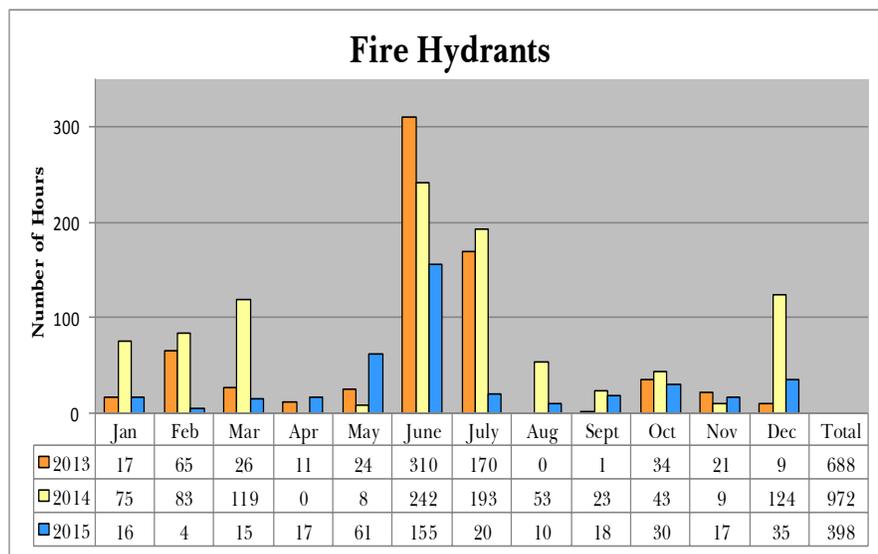
Fleet Repair Services

Maintenance and repair of all city owned vehicles and equipment is the responsibility of the public service department's fleet mechanic and maintenance staff. This includes more than 80 pieces of equipment used by the Community Development Department (CDD), the Police Department (PD), and the Public Service Department (PSD). Items include police cruisers, cars, pickup trucks, dump trucks, mowers, tractors, plows, salt spreaders, generators, pumps and other specialty equipment. Services performed are scheduled preventive maintenance and repair, welding and fabrication, diagnostic and system testing, auto parts purchasing and inventory functions. Providing quality, timely and economical maintenance and repair services is our goal.



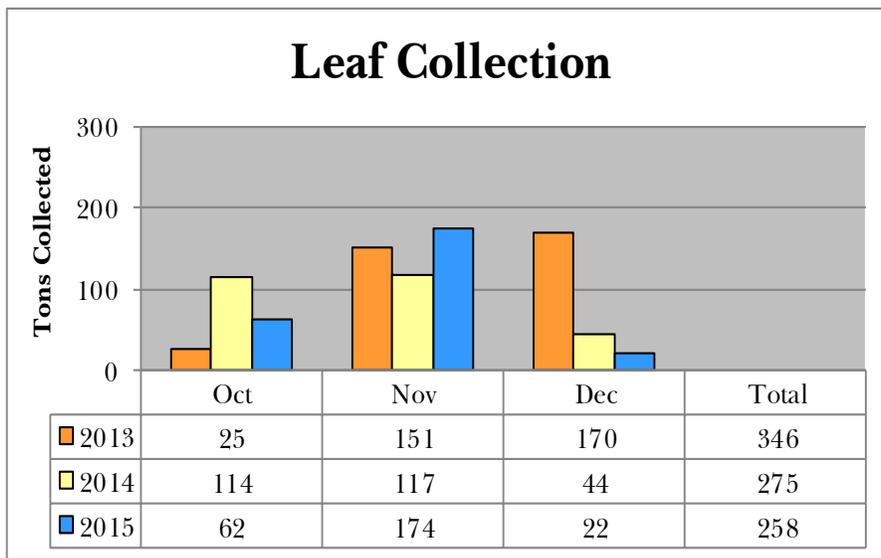
Fire Hydrant Maintenance

City fire hydrants provide active fire protection and a source of water for firefighters to use in extinguishing fires. Most hydrants require routine inspection and maintenance to ensure they are operating properly and that an adequate supply and pressure of water can be obtained when in use. While the Plain Township Fire Departments performs bi-annual flushing of New Albany’s hydrants, it is the public service department who is responsible for maintaining, repairing and replacing fire hydrants when they are damaged by motorists, show signs of normal wear or are inoperable. The City of New Albany has a total of 1118 hydrants, an increase of 21 from last year as a result of continued new development within the community.



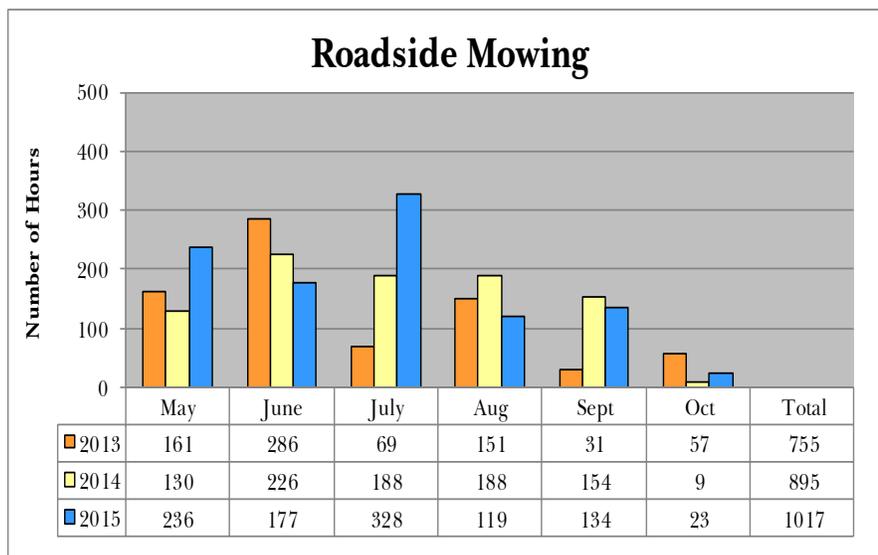
Leaf Collection

The Public Service Department offers a convenient and efficient curbside leaf collection service to all New Albany residents during an eight week period from mid-October to early December. Service crews collect leaves that have been raked into piles at the curb or in the tree line. Leaf vacuum machines are pulled by trucks housing large volume boxes for collection. These trucks will pass each New Albany home to collect leaves at least five times during leaf collection season. In 2015, 258 tons of leaves were collected and delivered to a yard waste processing facility that composts and converts leaves to premium topsoil. This tonnage is a 6% decrease over the prior year and is attributable to the dryer weather conditions during the collection period.



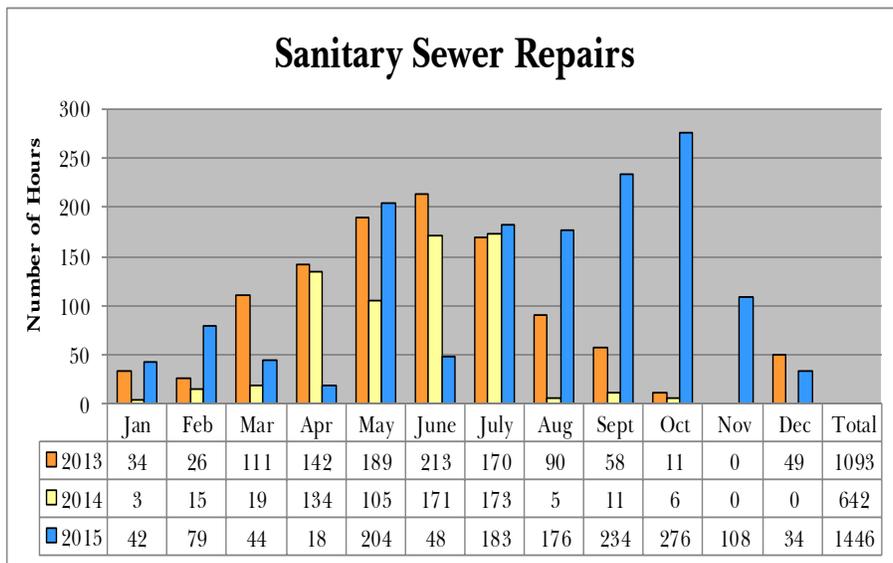
Roadside Mowing

The public service department is responsible for the maintenance of roadsides along highways and arterial collectors within the community. This consists of mowing grass from the edge of the road to the ditch line or city right-of-way line. Mowing crews are also responsible for trimming grass and vegetation around guardrails, bridges and traffic signs. Routine mowing maintains the community's appearance, provides positive drainage and reduces animal and insect habitation along the road. The amount of mowing required each year depends heavily on the weather and the quantity of rainfall received between the months of April through August. The city utilizes both in-house staff and contracts with landscape vendors to maintain the turf and vegetation along designated Village Center streets and rural roadsides.



Sanitary Sewer Maintenance

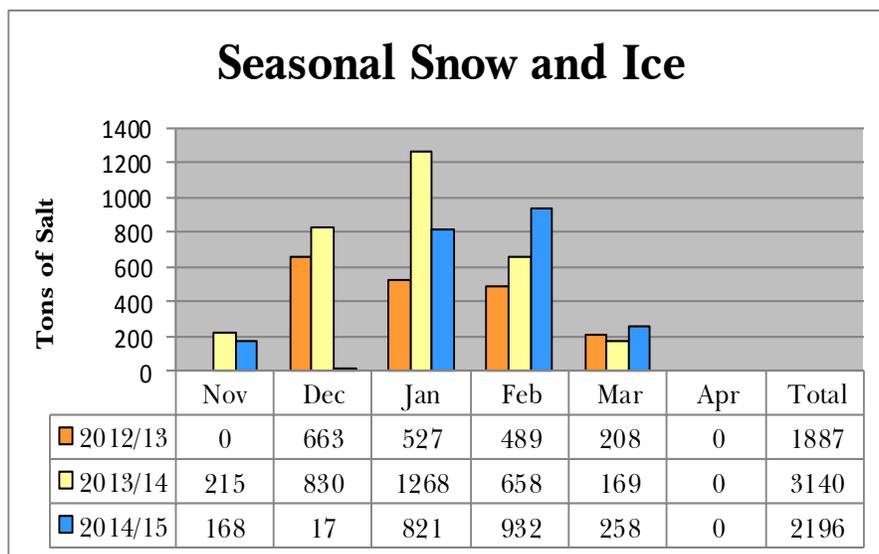
The City of New Albany Public Service Department manages an extensive sanitary sewer collection system serving more than 3,600 customers within the city sewer district. The system consists of more than 63 miles of main line sewers and 2296 manhole structures. New Albany ensures reliable sewer service by providing a well-maintained system through routine cleaning and video inspection of all public lines. These preventative measures help to avoid obstructive build up that may cause service problems for both residential and commercial customers. In 2015, the city incurred no main line sanitary sewer overflows, however one residential home experienced water in their basement from a blockage in the sewer service lateral.



Snow and Ice Removal

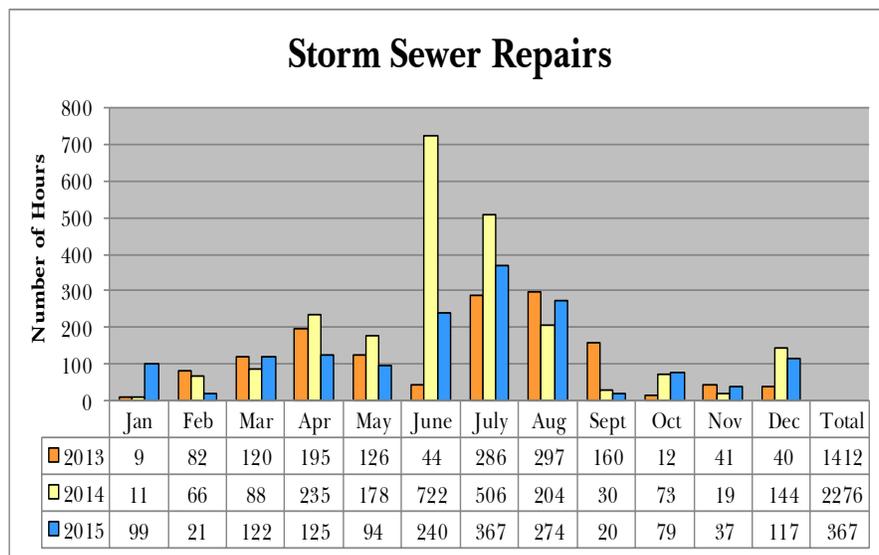
The Public Service Department provides effective snow and ice removal service through the utilization of up-to-date vehicles, equipment, de-icing materials and GPS/AVL technology. From November to April each year, snow removal operations are scheduled for 24 hour service as crews work shifts in order to make roads safe and passable during winter weather events.

New Albany maintains approximately 236 lane miles of roads during winter months by placing de-icing liquids, plowing snow and dispensing salt. This represents 248 total streets including residential, commercial and highway roads. Crews also clear snow from public parking lots and sidewalks on publicly owned property. For each snowfall event it is our goal to have every street cleared within 24 hours after the snow stops falling.



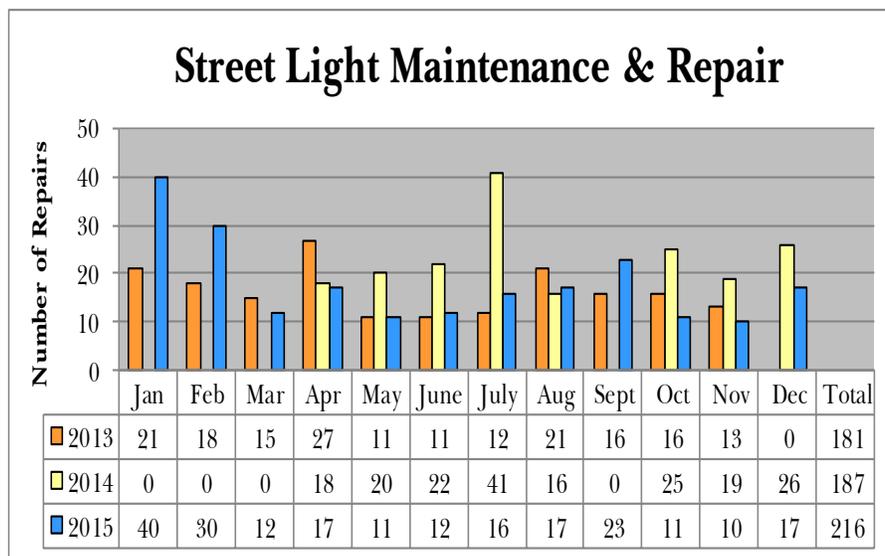
Storm Sewer Maintenance

The public service department is responsible for the management of an extensive storm sewer system covering both residential and commercial developments within the city and totaling more than 78 miles in length. Storm water is conveyed through many different methods such as curb drains, catch basins, structural pipes, culverts, ditches, swales, dry ponds and wet ponds. These systems are used to control storm water run-off during rain events by removing water quickly from surface areas, thus reducing flooding on roads and properties. Through annual maintenance and inspection of these systems, service crews preserve the integrity and operational effectiveness of the city’s storm water collection system.



Street Lighting

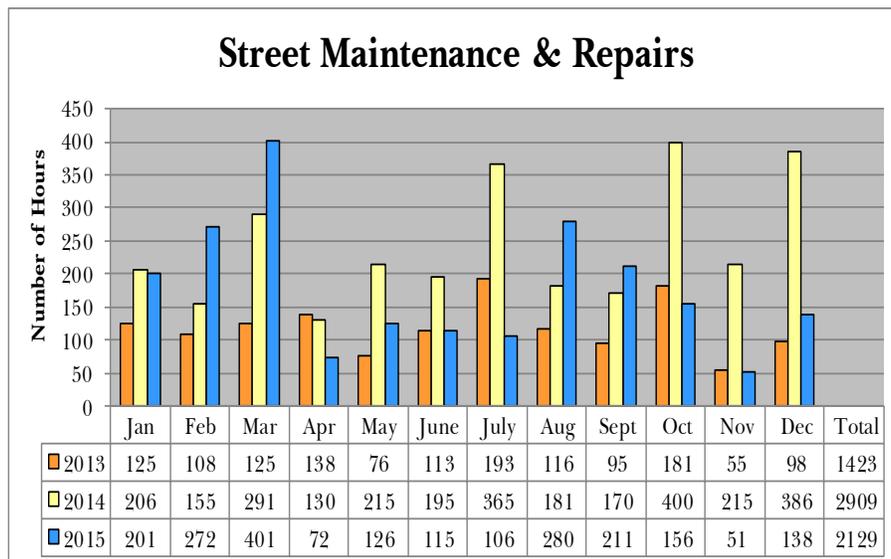
Street lights provide increased visibility at residential intersections and along commercial roadways for drivers traveling at night or during inclement weather. Service department crews perform monthly inspections to identify inoperable lights for repair. A well maintained street lamp and pole should last for more than 35 years. Street light repainting projects occurs every year during the summer months and requires the use of specialized aerial lift equipment. Approximately ten percent of the city’s street light inventory is repainted annually which equates to over one hundred light fixtures, poles and bases.



Street Repair and Maintenance

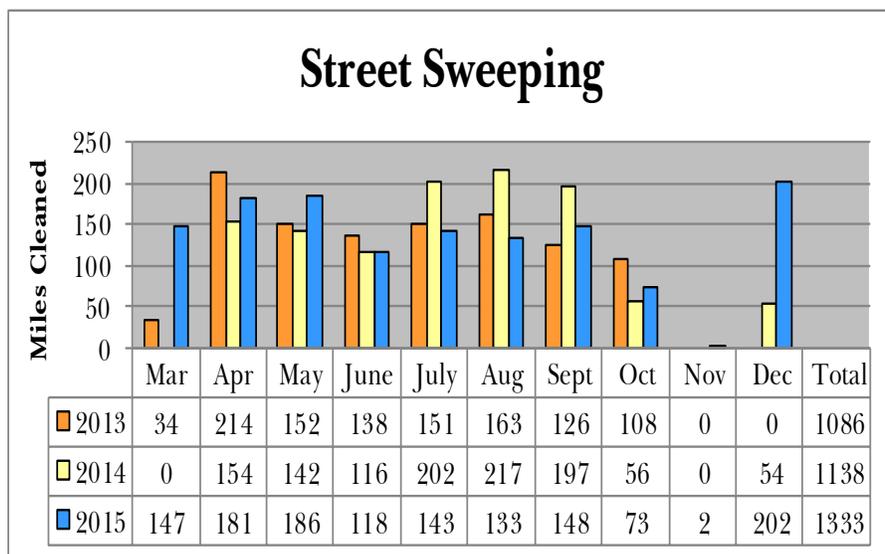
Service crews are responsible for the general oversight of annual roadway maintenance, to keep our roadways clean and in good working condition. Making repairs to potholes in the asphalt and replacing berm material along the roadside edges is a year round function of the department. In 2015, approximately 325 potholes were fixed and 10 miles of roadway berm was redressed with stone aggregate. Also included with these street maintenance activities were the placement of pavement markings of stop bars and crosswalk lines.

The City of New Albany performs routine roadway repair and maintenance practices through it's annual Street Improvement Program which is a large scale capital construction project. This program is designed to prolong the life of city roads by performing pavement replacement, curb repair, handicap ramp improvement and roadway restriping. Using a pavement condition rating system combined with field inspections, streets are inspected annually and ranked based on their condition ranging from very good to poor. With the information gathered and available funding a list of street repair work is determined and placed in a formal document for construction bidding.



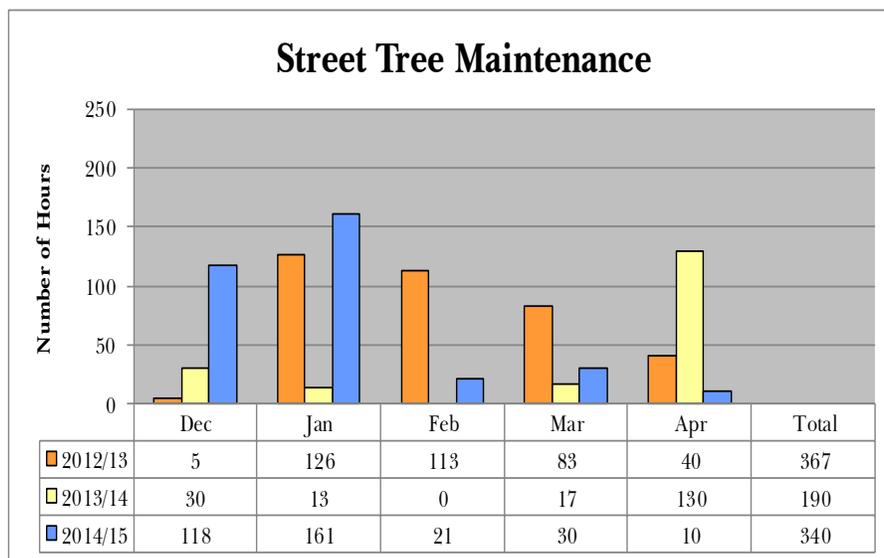
Street Sweeping

Street cleaning removes dirt, debris and other hazards from the road and storm sewer systems. It promotes the health, safety and appearance of our community. The Environmental Protection Agency considers street sweeping a Best Management Practice in protecting water quality. Modern street sweepers are equipped with water tanks and sprayers used to loosen particles and reduce dust. The brooms gather debris into a containment box that glides over the pavement, then it is vacuumed through a tube and dumped into a collection hopper at the back of the truck. New Albany roadways are routinely swept once a month as warm seasonal weather permits through the months of March to November. In 2015, service crews collected a total of 105 tons of sediment and debris found along the curbed streets within the city, compared to 90 tons collected in 2014.



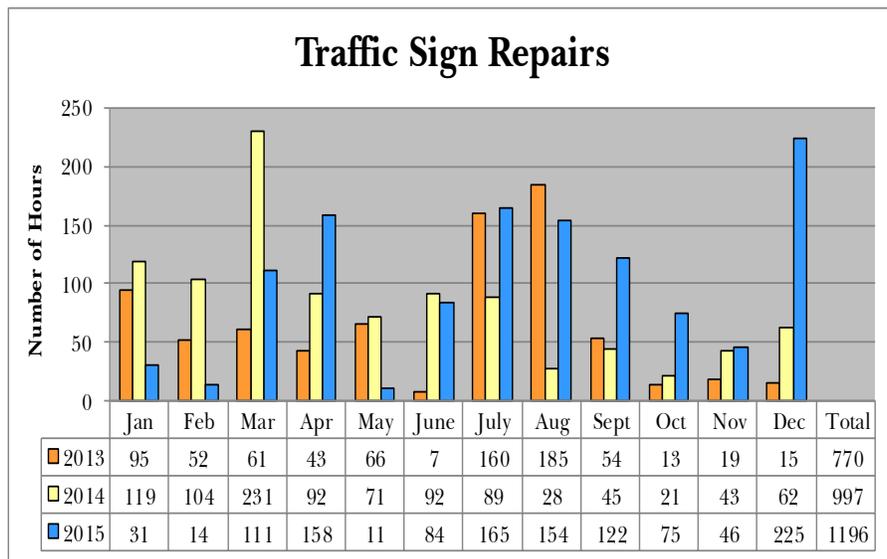
Street Tree Maintenance

Street trees benefit the community in many ways. They add character to our neighborhoods, cool our homes and cities, clean our air, increase property values and provide aesthetic beauty just to name a few. New Albany is a Tree City USA community and has maintained that designation since 2010. For these reasons the city places a high priority on the responsibility for proper care of street trees within the public right-of-way. During the months between December and April service crews actively prune trees along city streets to encourage growth of strong, healthy and attractive trees. Once tree limbs and branches are removed, crews use a wood chipper to pulverize the wood into fine chips. The chips are then processed for use in mulch and topsoil. Proper clearing of lower lying branches provides the needed clearance for delivery trucks, snow plows, city street sweeper and trash collection vehicles.



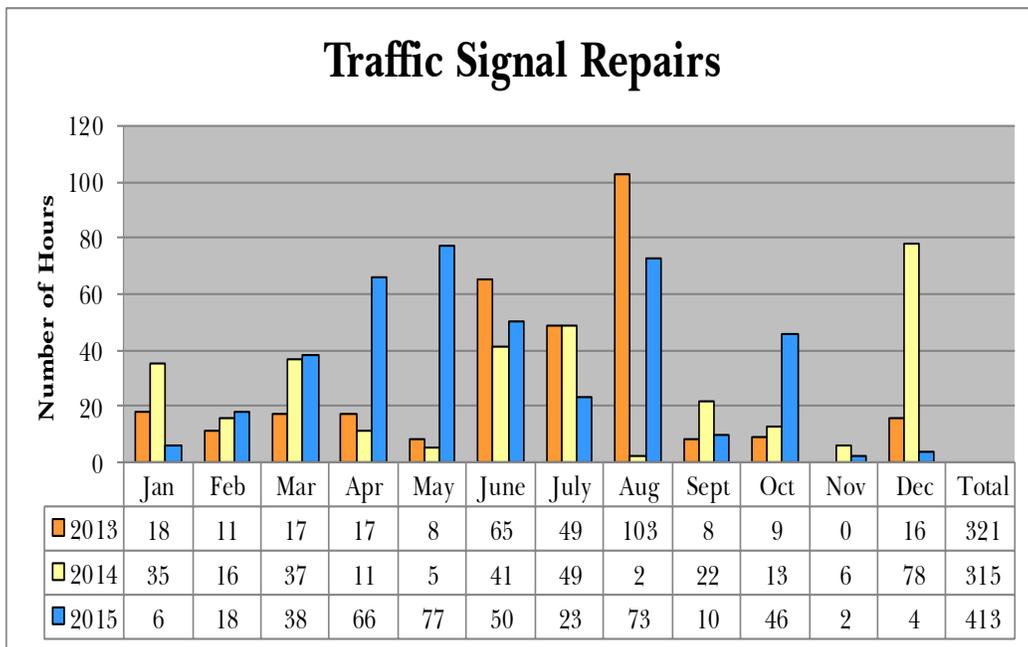
Sign Maintenance

Both traffic signs and street name signs are critical elements of the roadway system because they communicate the rules, warnings, guidance and other important information that drivers need to safely and efficiently navigate roads and streets. Well maintained signs are essential as they help drivers make good decisions. The public service department is responsible for insuring that signs are maintained to meet the needs of the road user. Crew members are involved in implementing a sign management system including inventory, inspection, preventive maintenance, repair and replacement, and recordkeeping. In 2015, New Albany finalized a three year project to replace city traffic signs on all public roads required to meet the Federal Highway Administrations new retro-reflectivity standards.



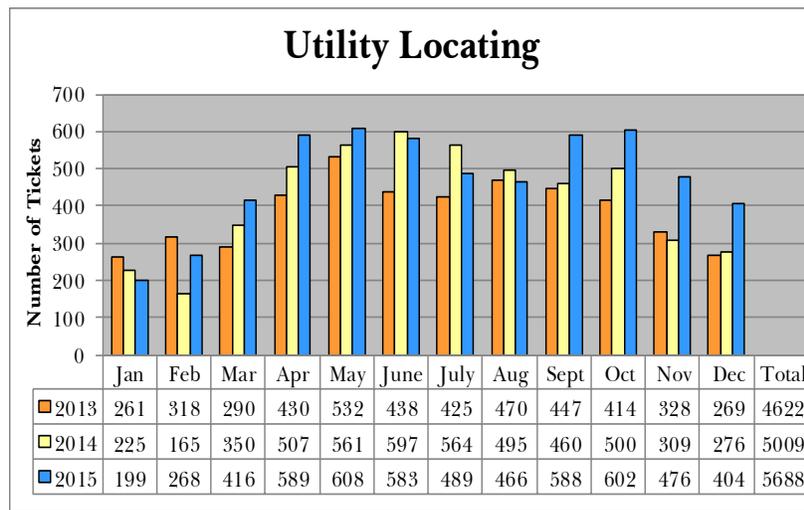
Traffic Signals

These electronic signaling devices are positioned at road intersections, pedestrian crossings and other locations to control competing flows of traffic. Traffic signals assign the right of way to road users through the use of lights in standard colors (red - yellow - green). Traffic technicians annually respond to equipment malfunction, replace defective parts and make adjustments to signal timing. This responsibility covers more than 230 signaling devices located at 19 different intersections within the city. Also, to meet green initiatives as established by the city, technicians are converting incandescent traffic signal lights to LED style bulbs which reduces energy consumption and increases brightness.



Locating Utilities

When doing projects around your house, digging without knowing where underground utility lines are buried can be very risky. When underground lines are damaged, vital services and everyday conveniences can become disconnected, not only to your home but to entire neighborhoods and, sometimes, whole subdivisions. The service department dedicates staff for locating city owned utilities such as water lines, sewer lines, electric to street lights and traffic signals and underground fiber optic cables. Being a member of the Ohio Utility Protection Service (OUPS), the City of New Albany is assured of getting notification before excavation begins. Electronic maps of the city’s utilities are maintained using GIS technology and service crews operate sophisticated equipment that can locate underground infrastructure within precise accuracy.



Public Service Projects 2015

New pedestrian crossing signals and push-button devices were installed at the Central College Road and State Route 605 intersection. The ADA ramps at the corners of the intersection were improved and with the addition of the crossing signals, pedestrians have a much safer means by which to cross the busy roadways.



New pedestrian crossing signals were installed at the Central College Rd. and SR 605 intersection.

Safety Town was launched in 2004 with the support of Key Bank and the New Albany Women's Network through the New Albany Community Foundation. Since then, many improvements have been made to expand the site and infrastructure such as traffic signs, traffic signals and site lighting. Most recently, funds were donated to the Safety Town program so that permanent buildings could be constructed to replace the original structures build by service crews.



Newly constructed buildings went in at Safety Town.

The city and township joined efforts to sponsor a community event aimed at removing Honeysuckle and other invasive plants growing within the city's Rose Run Park. Removing evasive plants from stream corridors benefit the environment by encouraging a more diverse population of native vegetation to establish within these zones and in turn provide soil erosion control and storm water filtration. The Rose Run cleanup event was held on Saturday, April 25th and yielded 5500 pounds of vegetative debris removed.



High school volunteers helped to clean up the Rose Run stream.

City seasonal workers, Scott Sammons and Andrew Love, applied a fresh coat of silver paint on the chain link fence surrounding the city's Wagner Cemetery located on Central College Road. The property was in need of some minor improvements to dress it up for the summer months. Additional work included brush removal and tree pruning.



Seasonals repainted the chain link fence at Wagner Cemetery.

Public Service Projects 2015

Crew members Ken Gray, Kenny Geiger, Brent Rush and Carl McNeal applied additional sand to the surface of the brick roadway on Third Street. Using brooms they worked the material into the joints between the bricks. This task is performed twice a year to keep the bricks in tight position and to maintain positive drainage through the street and into the underground storm water system.



Service crews apply additional sand to the brick pavement at Third St.

Seasonal employee Joe Fravel power washed and applied wood stain to the Thompson Road Pedestrian Bridge. Built in 2014, this wooden bridge structure spans 90 feet over the Rocky Fork Creek serving the New Albany and Columbus Communities. The bridge provides an important pedestrian connection to Thompson Road Park and New Albany's leisure trail system.



Seasonal crews clean and stain Thompson Road Pedestrian Bridge.

Service department crews worked in conjunction with the New Albany Plain Local School District in delivering and placing new gravel for the pathways within the three acre nature park off Fodor Road. The city and school district share ownership of the park which is used by elementary students for recreation and outdoor study.



Crews help to re-gravel paths within the schools 3 acre nature park.

A group of local residents, parents and children, utilized the city's Adopt a Roadway program to perform a cleanup project at the Rose Run Park. Nineteen volunteers worked for two hours on a Sunday morning collecting trash and debris along the southern edge of the Park where it meets the library parking lot.



The children enjoyed contributing to the community clean up efforts.

Public Service Projects 2015

Service crew member Jordan Gambill and Brent Rush repaired several parking lot catch basins at the New Albany Police Department. Storm drain repairs are routine throughout the city as these structures get older. Workers repaired the top riser section, reinstalled the metal casting and poured new concrete in place of the old asphalt.



Parking lot storm drains are repaired at the Police Department.

Maintenance crews assisted in the construction of a blending station at the service yard. Mixed de-icing agents are used during winter months for snow and ice removal. After the delivery and placement of a small storage barn workers installed a computerized mixing device, hoses and components within the new structure. In a secured and heated environment, a blending station can accurately mix up to three de-icing chemicals to develop a solution that is most effective with salt to melt snow and ice.



Crews install a blending station system in a new storage shed.

Landscaping improvements were made to the city's parkland property off Morse Road which provides a buffer to James River Road residents. Several dead trees were removed leaving open spaces in the paddock area. Fifteen Norway spruce and five blue spruce trees were planted to fill in the area. A local resident participated in a cost share agreement where the resident purchased the trees and the city provided the installation.



Crews plant new trees to provide a buffer for James River Rd. residents.

New Albany City Council created a committee called the Cemetery Restoration Advisory Board to oversee the restoration and preservation of cemeteries in New Albany. To assist in the first initial restoration project at the "Old Burial Grounds", service crews worked to clear tall grass, brush and small trees in preparation of archaeological activity.



Service crews assist in cemetery restoration..

Completed Construction Projects 2015

Beech Road Widening Project

- Cost of Construction: \$2,024,200
- General Contractor: N.M. Savko & Sons
- Construction Period: March 2015 to August 2015
- Scope of Improvements: Full depth pavement removal and replacement, roadway widening to provide a center turn lane; the replacement of an existing roadway culvert and installation of additional storm sewer infrastructure to improve drainage; the construction of a leisure trail path to accommodate pedestrian use.



Beech Rd. looking south towards the concrete boardwalk and pond.

Dublin-Granville Rd. Leisure Path Connection

- Cost of Construction: \$150,000
- General Contractor: Decker Construction
- Construction Period: June 2015 to September 2015
- Scope of Improvements: The installation of an asphalt leisure path along the south side of Dublin-Granville Road connecting from the Ealy House to Market Street. Project includes storm sewer piping, guardrail and ditch re-grading.



This new leisure path connects Market Street to Resch Park.

N. High St. (SR 605) Leisure Path Connection

- Cost of Construction: \$125,000
- General Contractor: Decker Construction
- Construction Period: June 2015 to August 2015
- Scope of Improvements: The installation of an asphalt leisure path along the west side of N. High St. connecting from Kardules Field Drive to Chatham Green. Project includes storm sewer piping and roadside grading.



Elementary students now have access to walk to school from Central College.

Completed Construction Projects 2015

2015 City of New Albany Street Improvement Project

- Cost of Construction: \$851,185
- General Contractor: Decker Construction
- Construction Period: June 2015 to October 2015
- Scope of Improvements: This is an annual capital improvement project that covers both preventative maintenance and full scale pavement replacement work. Items include crack sealing, curb repair, ADA ramp replacement, pavement patching and asphalt mill and overlay.



A new curb ramp installed at Belworth Sq. and New Albany Links Drive.

US62-Johnstown Road Microsurfacing

- Cost of Construction: \$157,475
- General Contractor: Decker Construction
- Construction Period: July 2015 to September 2015
- Scope of Improvements: Microsurfacing is a thin, tough layer of asphalt emulsion blended with finely crushed stone for traction. This is a cost-effective method to renew the road surface and seal minor cracks and other irregularities. This preventive maintenance process protects the pavement from moisture penetration and oxidation.



A view looking south on Johnstown Rd. which was microsurfaced in August.

N. High St. at Chatham Green Signal Improvement

- Cost of Construction: \$434,980
- General Contractor: Decker Construction
- Construction Period: June 2015 to Nov. 2015
- Scope of Improvements: This intersection improvement included road widening, new curbs and asphalt, storm sewer upgrades, sidewalks and curb ramps, placement of a new traffic signal and street lights.



New Signal at N. High Street and Chatham Green Intersection.

Department Goals

The Public Service Department uses goal setting as part of its operational performance management process and to achieve citywide organizational objectives. Departmental goals help to guide specific employee tasks and projects for the year.

2015 Goals Achieved

- **To pursue continual improvements in the operational and quality of service to the community, the public service department will make organizational changes to key positions within the department.**

This project was successfully completed in October of 2015. The position of Maintenance Superintendent was reclassified and title changed to Operations Manager. The position of Engineering Manager was modified and retitled to Environmental Resources Technician. An additional Maintenance Supervisor position was created and filled. A new position of Fleet Supervisor was created and filled.

- **To improve traffic safety at the intersection of Route US 62 & Zarley Street and provide a secondary means of egress from the Zarley Business Park, the city will develop plans to build a connector road from Zarley Street to Forest Drive. The public service department will oversee the design, bidding and construction management for this project.**

This project has been successfully designed, bid and construction started in 2015. Final completion of improvements will occur by July of 2016.

- **To complete one of the city's higher priority leisure trail connections and support Safe Routes to School initiatives, the service director will work with city engineer to design and construct multi-use paths on SR 605 and Dublin-Granville Road.**

Department staff successfully completed this project in September 2015.

- **To provide a safer environment for New Albany children to bicycle and walk to and from school at the intersection of SR 605 & Chatham Green, the service department will work with the city engineer to design and construct traffic signals at this intersection. This improvement will reuse the poles, mast arms and signal equipment from the Market Street & US 62 intersection.**

Department staff successfully completed this project in August 2015.

- **To improve traffic safety at the intersection of Route US 62 and Greensward/Lambton Roads, the city will develop plans to build a modern roundabout or traffic signal system to control vehicular movement. The public service department will oversee the design in 2015 and the bidding and construction management in 2016.**

The city was not successful in receiving grant dollars to fund this project in 2015, therefore it's design and construction has been moved to the 2016/2017 construction season.

- **Institute proper maintenance and operation of the city's fire protection system by implementing an asset management program for public fire hydrants. Developing a program that uses best management practices developed by the industry and applied over the life cycle of the infrastructure will insure the highest quality of service and protection.**

Staff was not successful in completing this department goal, therefore it has been extended to 2016.

2016 Proposed Department Goals

- To encourage healthier lifestyle behaviors in department employees, reduce work stress and foster a positive work atmosphere, the public service department will develop and implement health and wellness programs and incentives for staff.
- To lower fleet costs, increase operational efficiency and improve community satisfaction of services provided, the public service department will introduce a GPS/AVL vehicle tracking system for department critical trucks and equipment.
- The public service department will work with the Central Ohio APWA chapter to sponsor and develop a training opportunity for public sector mechanics to learn salt conservation through proper calibration and maintenance of snow removal equipment. By performing proper routine maintenance and adhering to best management practices, reductions in road salt usage can be achieved by snow equipment operators.