



Public Service Department
ANNUAL REPORT
2017





Public Service Department

February 22, 2018

Dear Members of the New Albany Community,

As we prepare for the annual report each year, it provides us with an opportunity to reflect on all that was accomplished during the past year and helps set a direction for are upcoming goals and projects. As a department, we provide ongoing communication with the public regarding our efforts to beautify, maintain and improve the City of New Albany. This report serves to highlight the service department's ever-important responsibilities and commitment of providing high quality services.

What makes the public service department unique is our involvement in some way with almost every aspect of everyday life in New Albany; from maintaining city vehicles and equipment to managing building and grounds facilities. We oversee the repair and improvement of city streets and manage traffic control for community events such as New Albany Founder's Day and the Fourth of July Parade and Fireworks celebration. Residents have acknowledged that New Albany is a great place to live and work!

In this report, we have documented many exciting projects and benchmarked services delivered to the community over the past calendar year. Therefore, as you review the details of the annual report take interest in the services that are most important to you and contact us for any specific information or questions you may have. One of our continuing goals is to provide transparency in all the things that our city organization does for its citizens, and likewise, we can only improve our service delivery through active community involvement.

On behalf of the entire staff of the New Albany Public Service Department, it is my pleasure to present the 2017 Annual Report. As you review the details for the annual report, take interest in the services that are most important to you and contact us with any specific information or questions you may have via the city web site at www.newalbanyohio.org. I hope this report provides good insight into the services we offer as well as a better understanding of our daily operations.

Sincerely,

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.

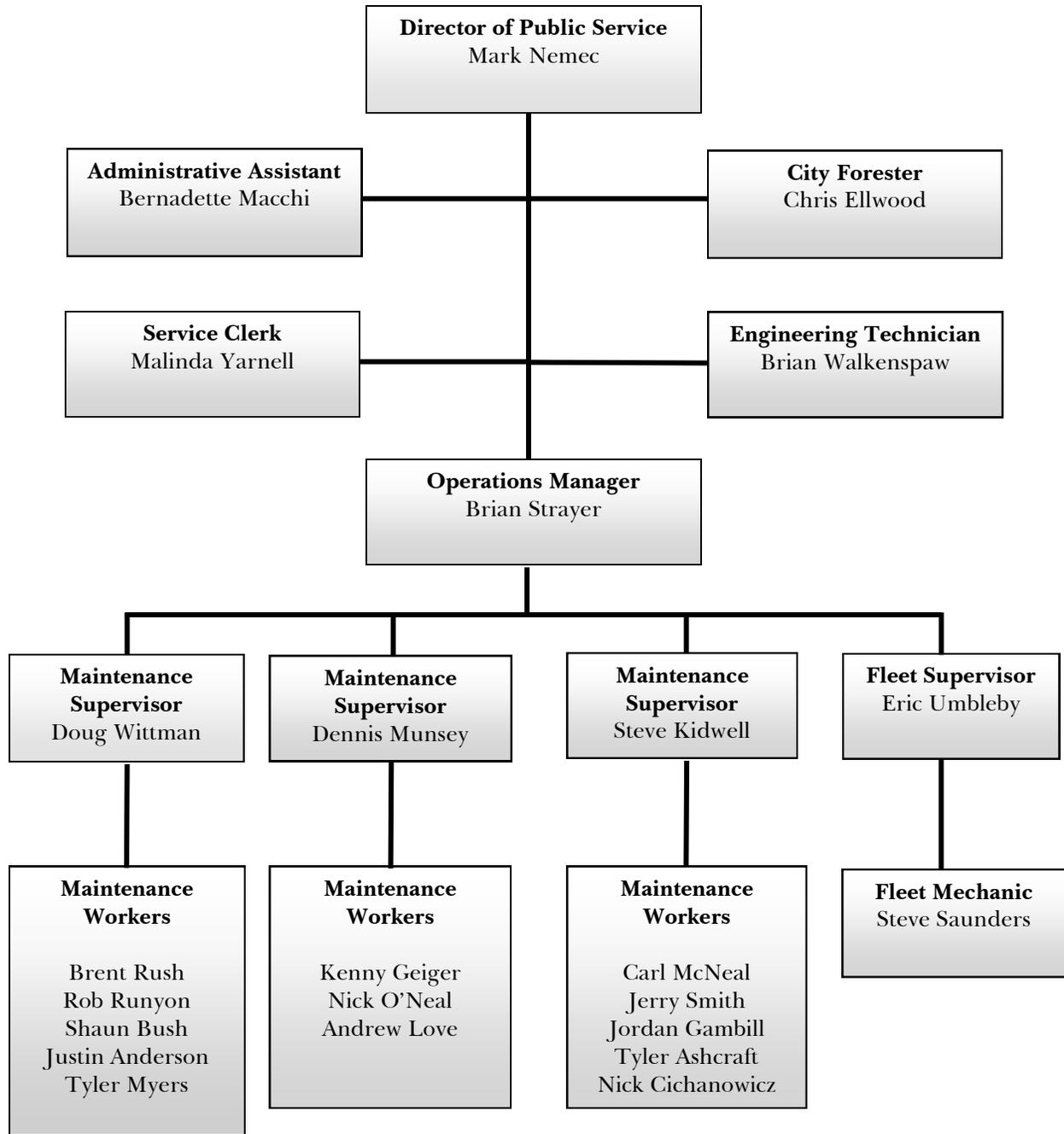
Quality

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 2017 Statistics

Area: 14.54 Square Miles
Population: 10,360
Residential Units: 3,169 (Single family)

Streets:

Highways (US, SR) 38 Lane Miles
Community Arterials 159 Lane Miles
Local & Residential Roads 80 Lane Miles
Total 277 Lane Miles

Water:

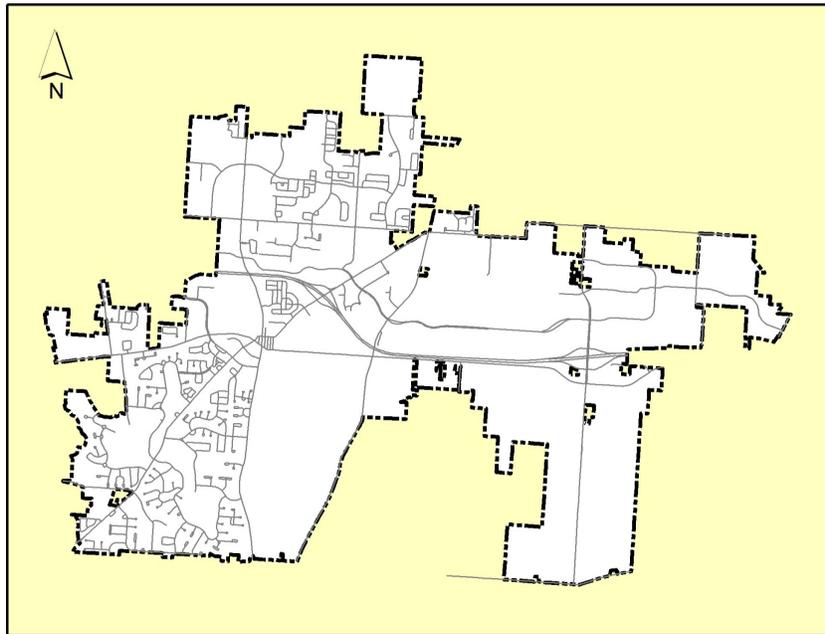
Fire Hydrants 1153
Waterlines 81.7 Miles

Sewers:

Sanitary Sewers 72.7 Miles
Storm Sewers 80.0 Miles

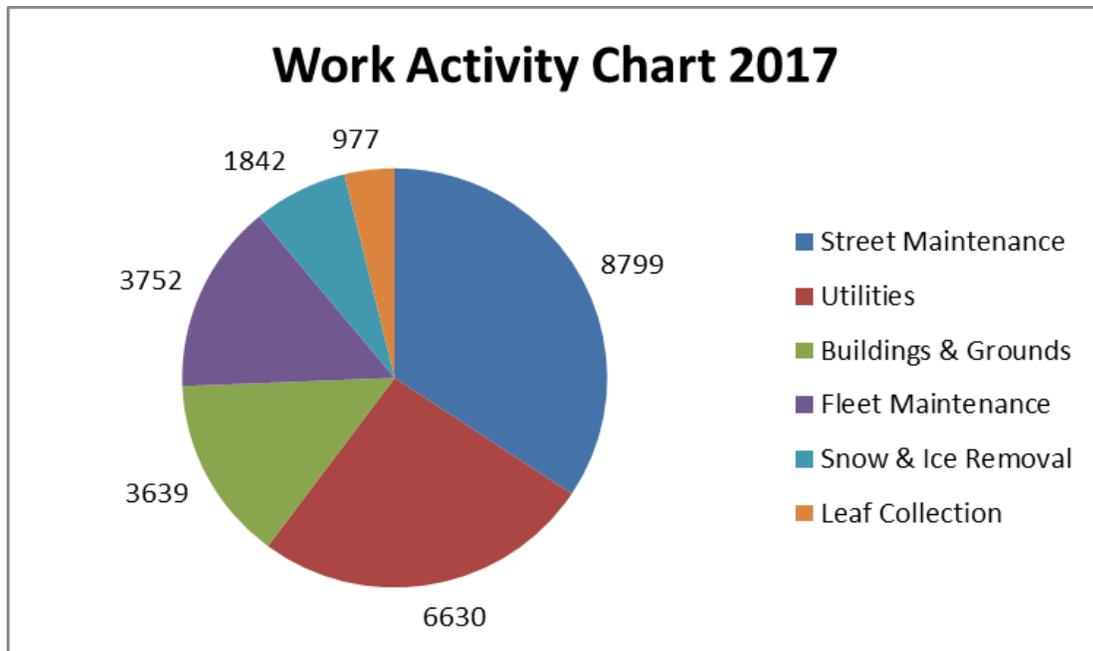
Transportation:

Bridges 22
Streetlights 1311
Traffic Signals 23 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 ADA ramps, roadside berming, guardrail repairs, bridge culverts, pedestrian bridge, pothole 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, wye installations 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.

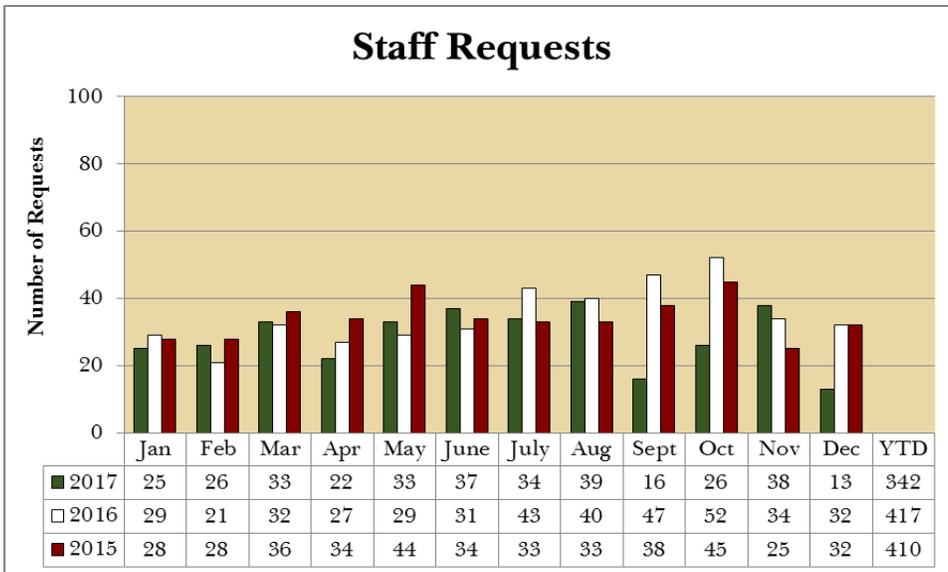
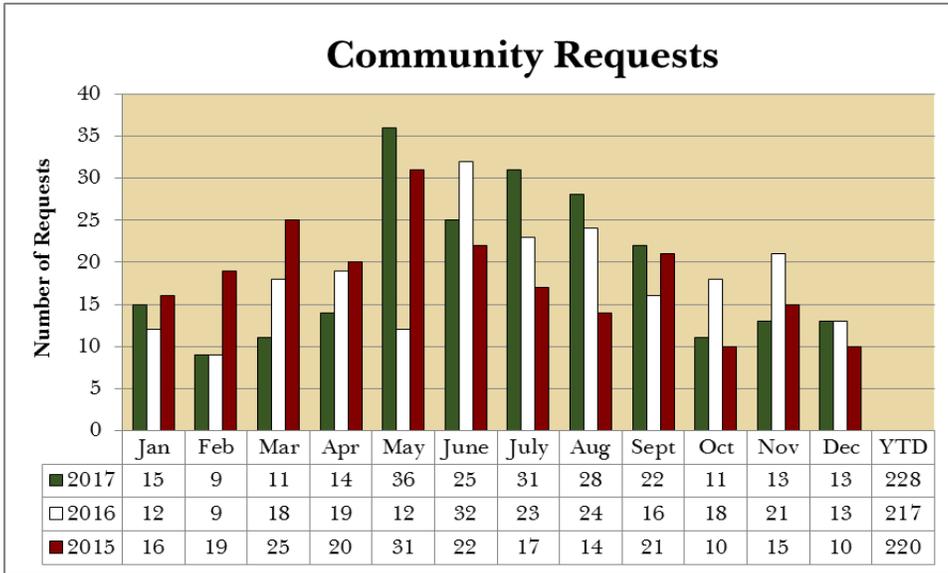
Leaf Collection is a seasonal city service that is offered to residents during an eight week period from mid-October to early December. Service crews will collect leaves that have been raked into piles at the curb or in the tree lawn area.

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 it's fleet mechanic and service workers.

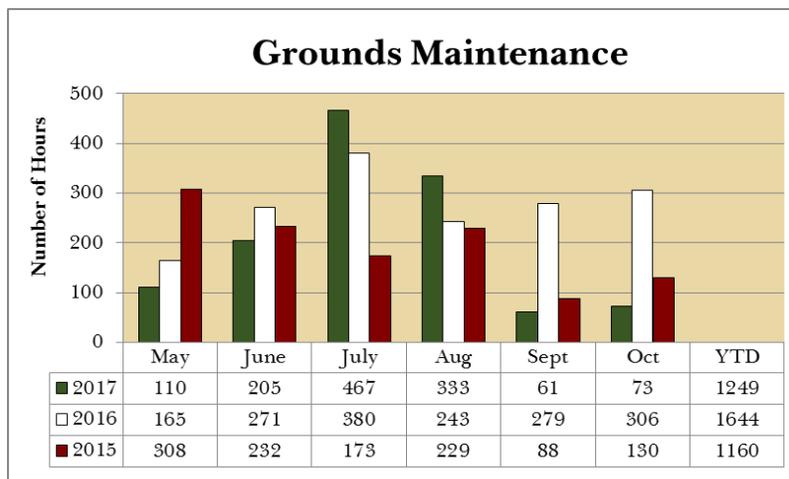
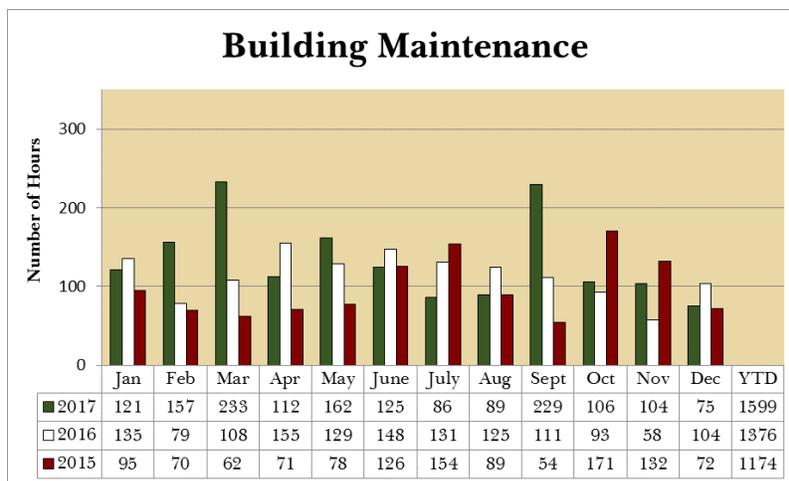
Requests for Service

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.



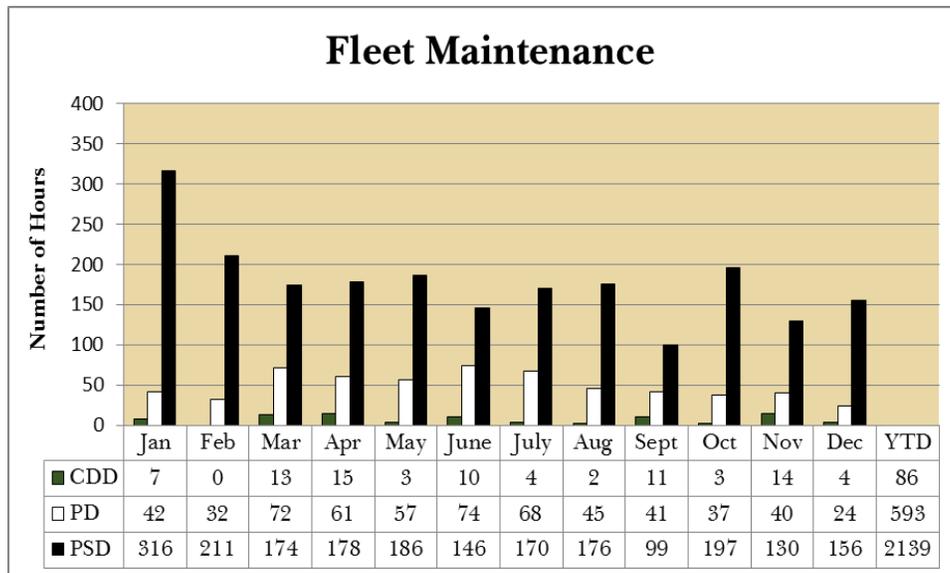
Buildings and Grounds Maintenance

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.



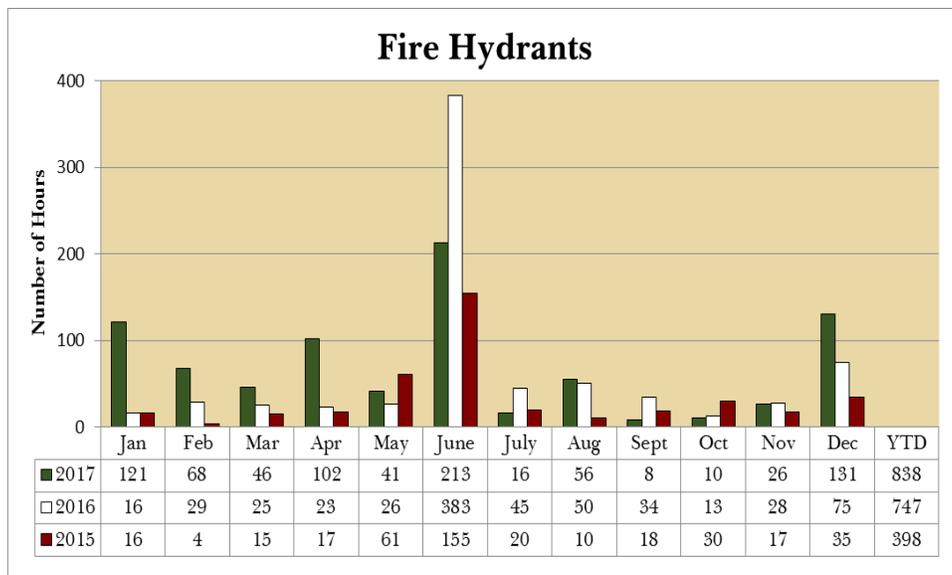
Fleet Repair Services

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 200 pieces of equipment used by the city departments of community development (CDD), police (PD), and public service (PSD). Items include police cruisers, cars, pickup trucks, dump trucks, mowers, tractors, plows, salt spreaders, generators, pumps, chainsaws, weed trimmers 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.



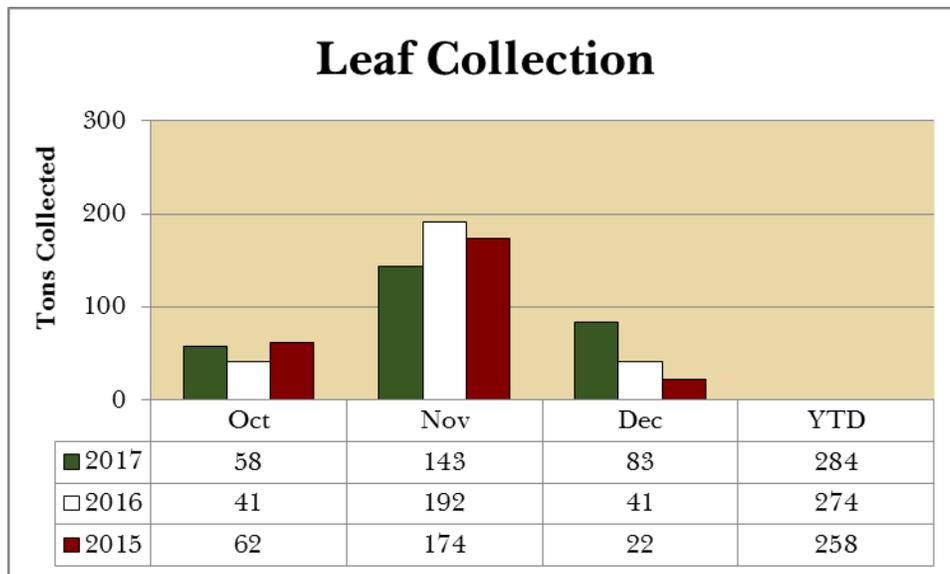
Fire Hydrant Maintenance

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 become inoperable. The City of New Albany has a total of 1153 hydrants, an increase of 12 from last year as a result of continued new development within the community.



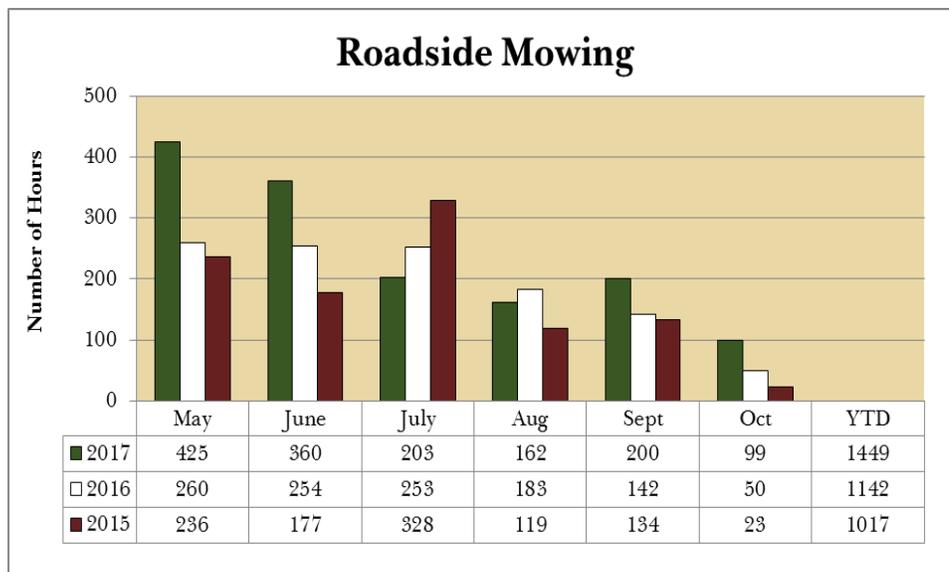
Leaf Collection

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 2017, 568,000 pounds of leaves were collected and delivered to a yard waste processing facility that converts the leaves to organic compost. This tonnage is a 4% increase over the prior year and is attributable to the continued growth of trees in the residential neighborhoods.



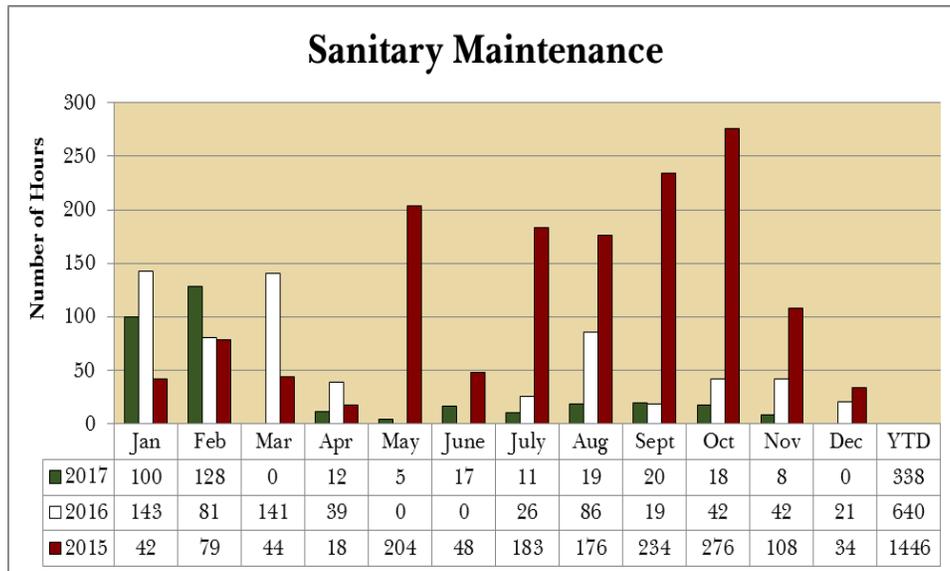
Roadside Mowing

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

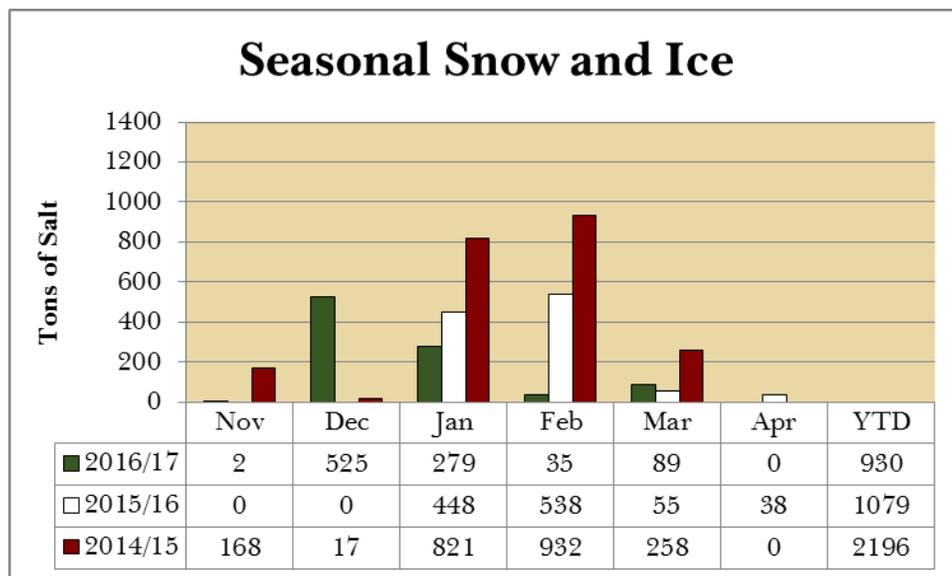
The City of New Albany Public Service Department manages an extensive sanitary sewer collection system serving more than 3,800 customers within the city sewer district. The system consists of more than 72 miles of main line sewers and 2336 manhole structures. New Albany ensures reliable sewer service 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 2017, as reported to the Ohio EPA, the city incurred no main line sanitary sewer overflows, however one residential home experienced water in their basement from a plugged private service line.



Snow and Ice Removal

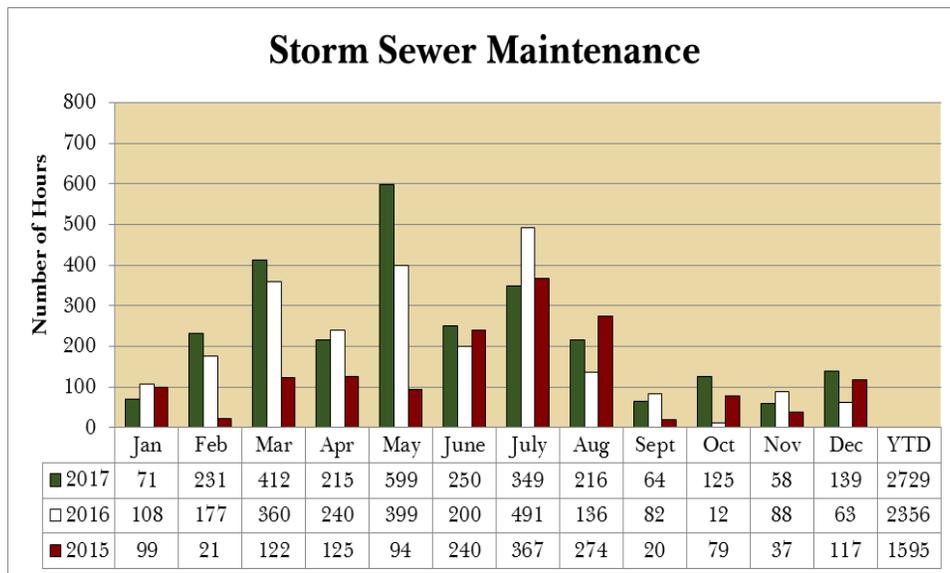
The Public Service Department provides effective snow and ice removal service through the utilization of up-to-date vehicles, equipment, de-icing materials and GPS/AVL technology. From November to April each year, snow removal operations are scheduled for 24 hour service as crews work shifts in order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

New Albany maintains approximately 247.7 lane miles of roads during winter months by placing de-icing liquids, plowing snow and dispensing salt. This represents 290 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.



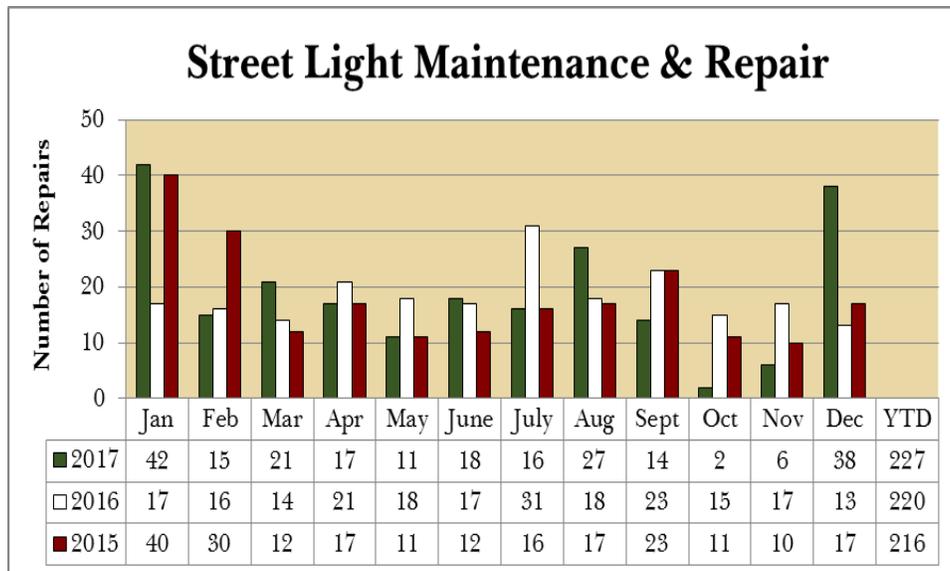
Storm Sewer Maintenance

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 80 miles in length. Storm water is conveyed through many different methods such as curb drains, catch basins, wye installations, 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

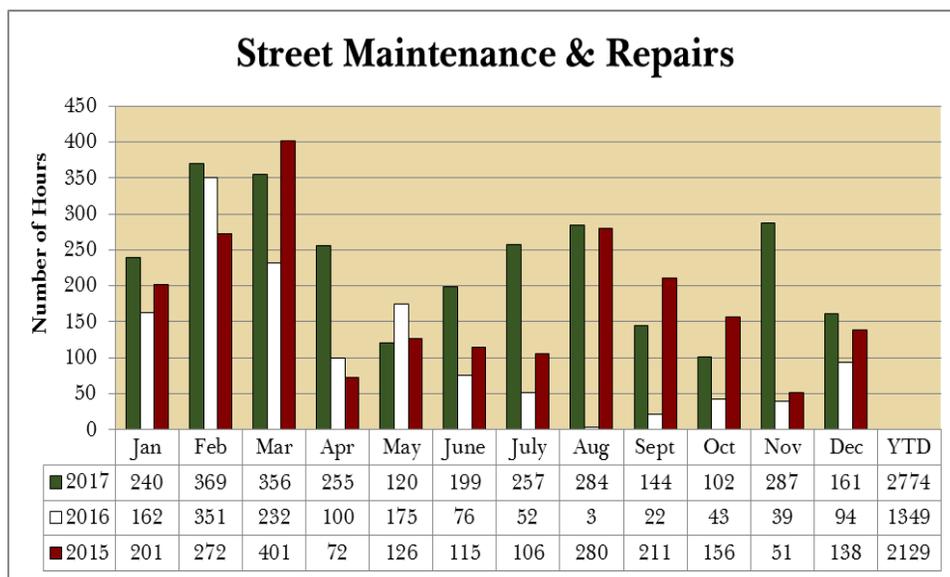
Street lights provide increased visibility at residential intersections and along commercial roadways for drivers traveling at night or during inclement weather. Service department crews perform monthly inspections to identify inoperable lights for repair. A well maintained street lamp and pole should 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. The service department is currently undertaking a three year project to convert every city streetlight to LED style fixtures to save on energy and maintenance costs.



Street Repair and Maintenance

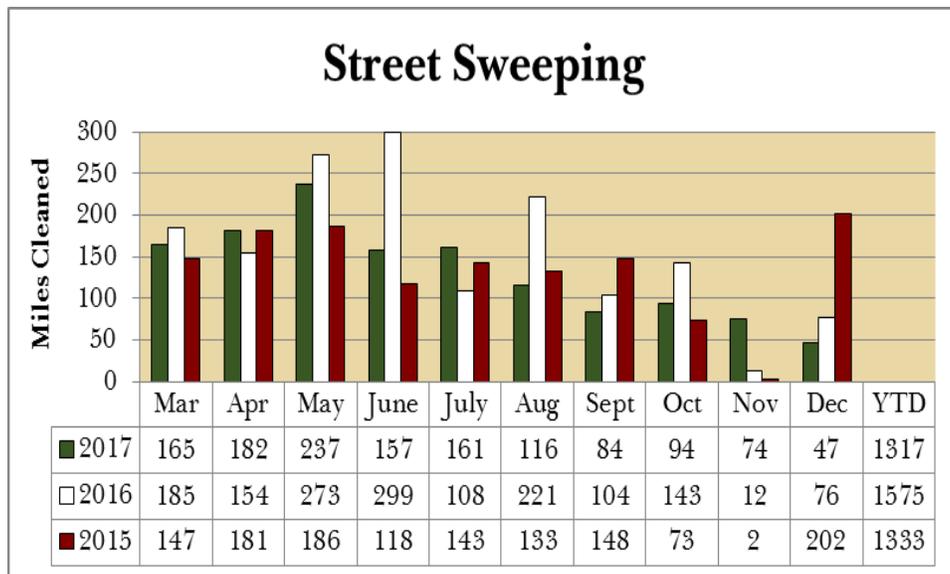
Service crews are responsible for the general oversight of annual roadway maintenance, to keep our roadways clean and in good working condition. Making repairs to potholes in the asphalt and replacing berm material along the roadside edges is a year round function of the department. In 2017, approximately 566 potholes were fixed and 1.5 miles of roadway berm was redressed with stone aggregate. Also included with these street maintenance activities are: the placement of pavement markings of stop bars and crosswalk lines, bridge culverts, guard-rails and pedestrian bridges.

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.



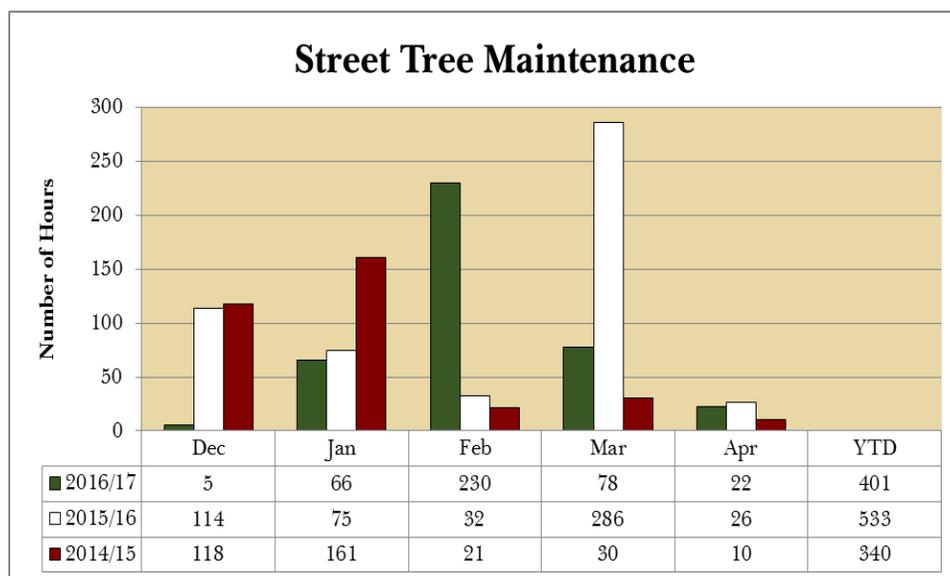
Street Sweeping

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 2017, service crews collected a total of 266,000 pounds of sediment and debris found along the curbed streets within the city, compared to 292,000 pounds collected in 2016.



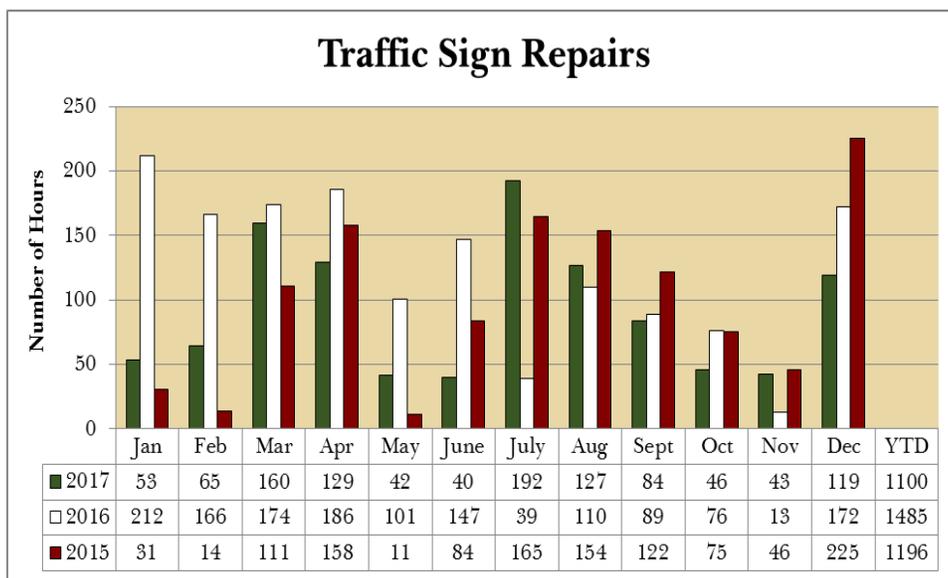
Street Tree Maintenance

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 which involves inspection, inventory, maintenance and replacement. In 2018, New Albany will begin a three year project to improve existing city street name signs on public roads to meet new design standards set by city council.

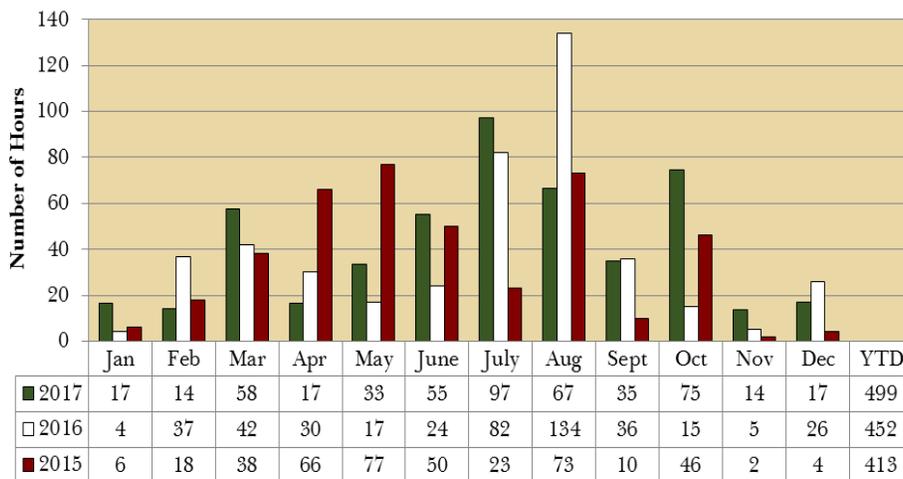


Traffic Signals

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 280 signaling devices located at 23 different intersections within the city. Also, to meet green initiatives as established by the city, service technicians have converted all incandescent traffic signal lights to LED style bulbs which reduces energy and maintenance costs and increases brightness.

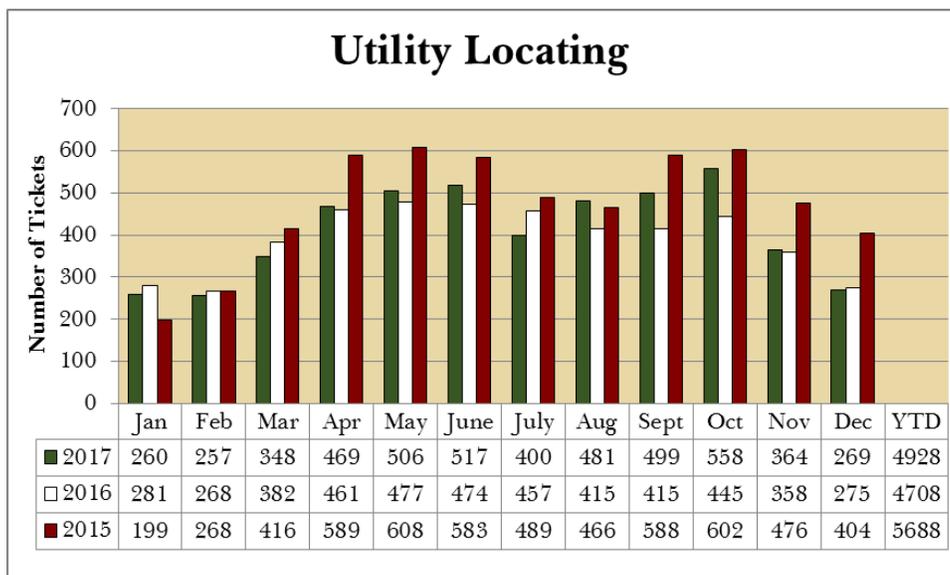


Traffic Signal Repairs



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 2017

In 2017, the city successfully obtain a Level I municipal arboretum certification from ArbNet. To meet these requirements for the Level I status, 25 different species of trees and/or woody plants were identified and labeled. Certified Arborist, Aaron Noblet of Preservation Arborists, LLC, climbed approximately 40 feet high to obtain a branch containing buds to evaluate and confirm identification of the trees in the Swickard Woods Arboretum.



City arborist must locate a tree bud to identify the tree specie.

Maintenance Worker Carl McNeal attends annual training from the Bureau of Workers Compensation to maintain his teaching skills for training city crew members on the proper operation and safety precautions for the use of the service department forklift truck. Staff training is held annually in the service garage to refresh workers skills and train new and seasonal employees.



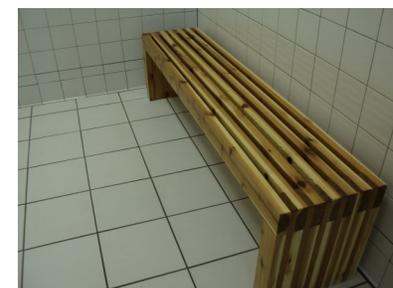
An obstacle course is set up in the garage to practice safe forklift operation.

Maintenance employees Kenny Geiger, Carl McNeal, Tyler Myers and seasonal worker Tyler Ashcroft made adjustments to the on-street parking spaces on the north side of Market Street adjacent to the Mellow Mushroom restaurant. The city created a NO PARKING zone at the west end of the parking spaces to improve site visibility coming out of the Market Square parking lots.



Crews install a No Parking Zone on Market Street to improve site visibility.

With the expansion of additional lockers in the men's restroom for seasonal employees, workers requested bench space to have a means to sit down while changing their uniforms. Therefore, through the design of Maintenance Supervisor Steve Kidwell and craftsmanship of crew member Ken Gray, a wood bench was built and installed for employees to use.



New wood bench was custom built by service staff.

Public Service Projects 2017

Seasonal employees Kenny Beery and Garret Beery used a high pressure washer to prep wooden railings and decking for a coat of stain. The service department maintains many wooden pedestrian bridges throughout New Albany which provides important crossings for the network of leisure trails that the city has developed.



Bridge maintenance is routinely performed by summer seasonal workers.

PUP (pick up poop) is a local campaign developed to educate and motivate the public to pick up after their dogs. The city service department designed the program as a stormwater initiative to keep community streams clean by eliminating bacteria and contamination from pet waste. Maintenance Supervisor Steve Kidwell built the dog house as a prop to advertise the program and store dog bag dispensers used by volunteers to distribute at community events.



The PUP wagon was designed to gain public interest in city's stormwater program.

Service department Maintenance Worker Andrew Love and Maintenance Supervisor Steve Kidwell worked with City of Columbus Division of Water Crews to repair a broken water valve located on Triplett Square in the New Albany Links Development. Residents discovered the water break in the early morning hours and notified the city. By using New Albany's vac-truck to excavated around the water valve, Columbus saved time making their repairs.



This repair involved a joint effort between Columbus and New Albany crews.

Crew members Nick Cichanowicz, Justin Anderson, Andrew Love and Supervisor Steve Kidwell made storm sewer improvements off Smith's Mill Road North to alleviate flooding caused by the adjacent Gray Water Pond overflowing during heavy rain events. Workers installed an additional storm sewer pipe connecting the pond to the street curb inlet at the pond overflow level.



Crew members dig deep to install a storm sewer to alleviate roadway flooding.

Public Service Projects 2017

The service department purchased used shelving units through a close-out sale and crews re-installed them in fleet storage room to organize vehicle parts and supplies for the mechanics. Seasonal employee Tim Duraj assisted in the lay-out and set up of the new shelves. Also, he completed the project by restocking the new shelves with the existing supplies.



Seasonal worker Tim Duraj helped to reorganize the mechanics parts storage room.

Service workers Nick Cichanowicz and Tyler Ashcraft assisted the city forester with collecting data on the street trees located along Dublin-Granville Road in front of the high school. Both tree diameter and tree height were measured. A report will be generated using iTree software on all 88 trees for an ecosystem assessment of the Rose Run Park. An additional 66 more trees located directly across the street were also evaluated.



Service crews assist the city forester with collecting tree data along Dublin-Granville.

Maintenance Worker Carl McNeal worked with representatives from the New Albany Plain Local School District to flip a school bus onto its side at the District's school bus facility. The bus was utilized for practice and training exercises by the Plain Township Fire Department to prepare for emergency evacuation of students in the event of a real bus turn-over occurrence.



Using the city front end loader, service crews flipped a school bus on its side.

Using asphalt material, Service Workers Justin Anderson and Tyler Ashcraft repaired an open gap in the leisure trail at the ends of the pedestrian bridge located along Central College Road. Using roadway cold patch and a vibratory compactor, they were able to repair the area where the path meets the wooden deck of the bridge to provide a seamless transition.



A tripping hazard was corrected by service staff at the pedestrian bridge along Central College Road.

Completed Construction Projects 2017

Beech Road Fiber Hut

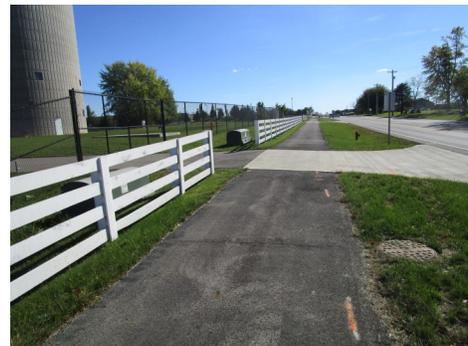
- Cost of Construction: \$370,251
- General Contractor: American Electric Power
- Construction Period: Nov. 2015 to January 2017
- Scope of Improvements: This prefabricated concrete structure is temperature controlled and holds computerized electronic equipment used to support New Albany's robust fiber optic network. Included inside this building is a generator for backup electric power.



Beech Road Fiber Hut building was built next to the City Beech Rd. Water Tower.

Beech Road Leisure Trail Connection

- Cost of Construction: \$33,500
- General Contractor: Strawser Construction
- Construction Period: September 2017
- Scope of Improvements: Work included excavation, preparing a stone base and paving an eight (8) feet wide leisure Trail. This path connection completes the public leisure trail on Beech Road from Smith's Mill Road North to Jug Street.



Beech Road leisure trail connects Smith's Mill Road North to Jugg Street.

US 62-Johnstown Road at Greensward/ Lambton Roads Roundabout

- Cost of Construction: \$1,528,988
- General Contractor: N.M. Savko & Sons
- Construction Period: June 2017 to Dec. 2017
- Scope of Improvements: This intersection improvement included a newly constructed roundabout with granite curbs, storm sewer upgrades, street lights, irrigation system and treed landscaping.



Completed US 62 roundabout intersection looking north towards Lambton Park.

Completed Construction Projects 2017

2017 City Street Improvement Project

- Cost of Construction: \$530,855
- General Contractor: Decker Construction
- Construction Period: May 2017 to August 2017
- 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.



New ADA curb ramps were constructed at Pembroke Pass and Lambton Park Rd.

Smith's Mill Road Microsurfacing Project

- Cost of Construction: \$187,865
- General Contractor: Strawser Const. Company
- Construction Period: June 2017
- 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 west on Smith's Mill Road after microsurfacing work was performed.

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.

2017 Goals Achieved

- **Evaluate the utilization of green technologies for converting city street lights to LED (Light Emitting Diode) style fixtures emphasizing efficiency, effectiveness and sustainability.**

Over 1,100 city streetlights were evaluated for conversion to LED style bulbs comparing quality, cost and ease of installation. A recommendation was presented and approved by city council for a three year phased in plan. In year one, streetlights in the residential developments, Village Center and SR 161 highway will be converted. Years two and three will include the conversion of streetlights in the city's Business Park Campuses. The entire project will be completed by the end of 2020.

- **To pursue continual professional development of department employees and to prepare the next generation of workers for leadership roles, the city will implement a training series on leadership and management.**

The city conducted a successful training program for employees in existing management, supervisory and emerging leadership positions. Topics of training included essentials of supervision, leading self, conflict management, building trust, big picture thinking, coaching and project management.

- **To raise awareness for the importance of trees within the New Albany community and to inspire the public to enjoy the positive benefits they provide, the service department will apply to the ArbNet program to gain accreditation for city arboretum Level I status. Obtaining this accreditation will recognize New Albany as a tree city benchmark community locally and in the State of Ohio.**

New Albany successfully achieved arboretum accreditation by identifying and labeling 30 different species of trees found within the city's Swickard Woods Park. Department staff designed and installed decorative posts and name plates at each tree location to identify the tree species. Also, a master plan for tree care and maintenance was developed for program sustainability. A trail map was created for the public to use for a self-guided walking tour of the arboretum grounds. The city will hold a public event each year to promote the Swickard Woods Arboretum project and possible future expansion.

2018 Department Goals Proposed

- Complete phase one of a three year project to change out city streetlight fixtures with new LED (Light Emitting Diode) bulbs which last longer, reduces the need for labor hours on maintenance and costs less to operate.
- Develop a reorganizational plan for the City of New Albany Public Service Department with the primary goals of improving operational efficiency, managing growth in service responsibilities and realigning department positions with duties performed.
- Apply for a Safety Intervention Grant through the Bureau of Workers' Compensation to convert an existing overhead equipment crane from manual operation to electric and purchase a grapple trailer for street tree maintenance. The purpose of the Safety Intervention Grant Program is to gather information about the measureable effectiveness of workplace safety interventions so BWC can share the results with Ohio employers. The program is available to any Ohio state-funded or public employer who wishes to purchase equipment to substantially reduce or eliminate injuries and illnesses associated with a particular task or operation. The program is designed to work and partner with Ohio employers to establish safety intervention best practices for accident and injury prevention.