



Public Service Department
ANNUAL REPORT
2018





Public Service Department

February 10, 2019

Dear Community Members,

I am proud to present the City of New Albany Public Service Department Annual Report for Fiscal Year 2018. As customary, the employees of the service department experienced a busy and productive year. To share our achievements, we have prepared this report for the community to learn and discover more about the city, the department staff, our service operations and activities.

What makes the public service department most unique is that we are involved in some way with the support of every city department. We insure that police cruisers and public transit shuttle buses are running daily. Municipal buildings are kept clean and repaired, and landscaping at city grounds and greenspaces are carefully serviced. With the support that department staff provides, New Albany can function at a high level to offer benchmark services to the residents and businesses of the city.

In this report, we have documented many exciting department projects and services delivered to the New Albany community over the past fiscal year. Fall residential leaf collection and Winter snow and ice removal operations are specifically detailed. Also, included are highlights of several capital improvement projects, most notably was the completion of phase one of a three year project to convert the city's existing streetlight system to LED style fixtures. Once the project is fully complete, the city will see energy usage go down and a drastic reduction on time and materials spent on streetlight repairs.

As you read the information provided, think about the places you travel and visit within New Albany and the services that are enjoyed. The accomplishments of the public service department touch many areas around the community. Our staff is committed to fulfilling the city's vision of providing quality and valued services for the community. For additional information, please visit us on the web at www.newalbanyohio.org.

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.

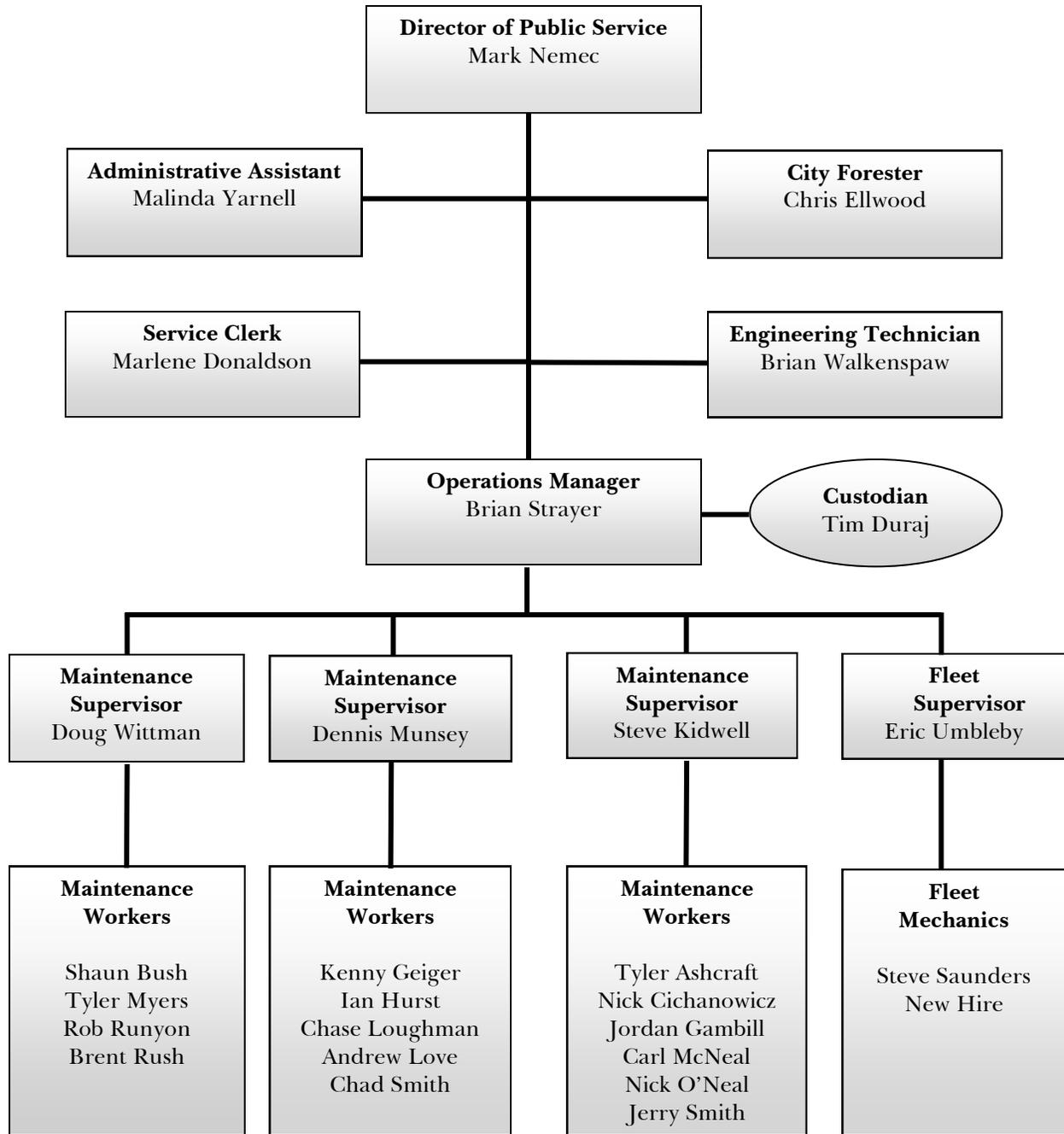
Quality

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 2018 Statistics

Area: 15.399 Square Miles
Population: 10,718
Residential Units: 3,529 (Single family)

Streets:

Highways (US, SR) 38 Lane Miles
Community Arterials 161 Lane Miles
Local & Residential Roads 269.1 Lane Miles

Water:

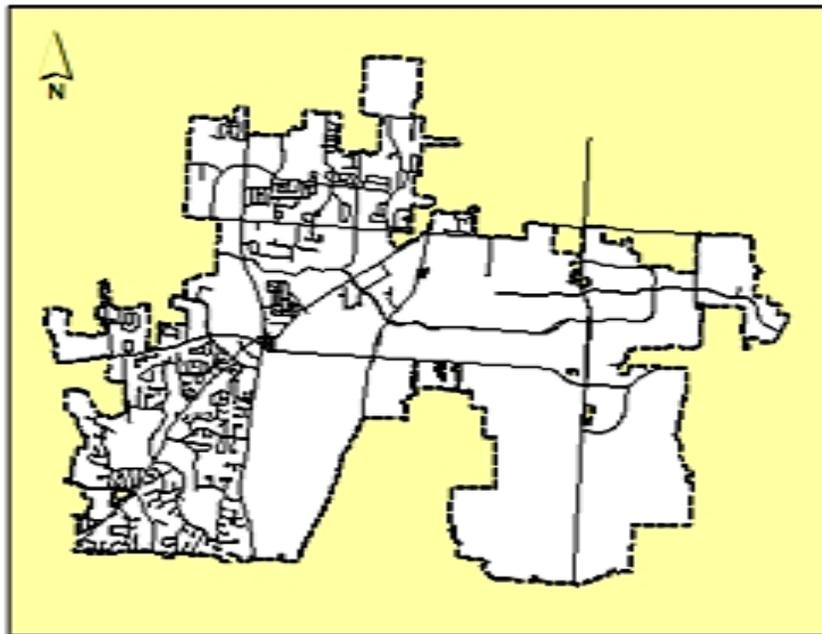
Fire Hydrants 1,310
Waterlines 86.2 Miles

Sewers:

Sanitary Sewers 84.1 Miles
Storm Sewers 116.2 Miles

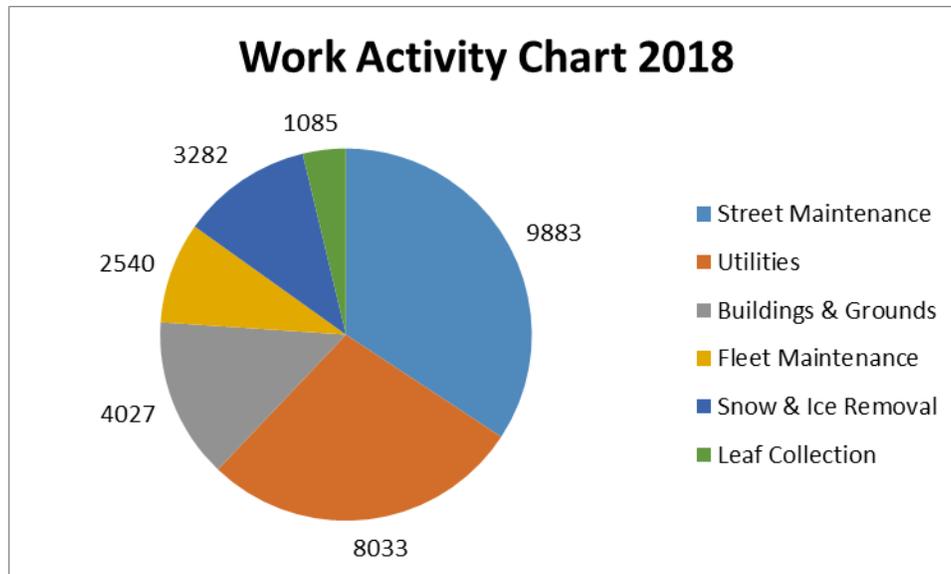
Transportation:

Bridges 22
Streetlights 1,435
Traffic Signals 25 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.

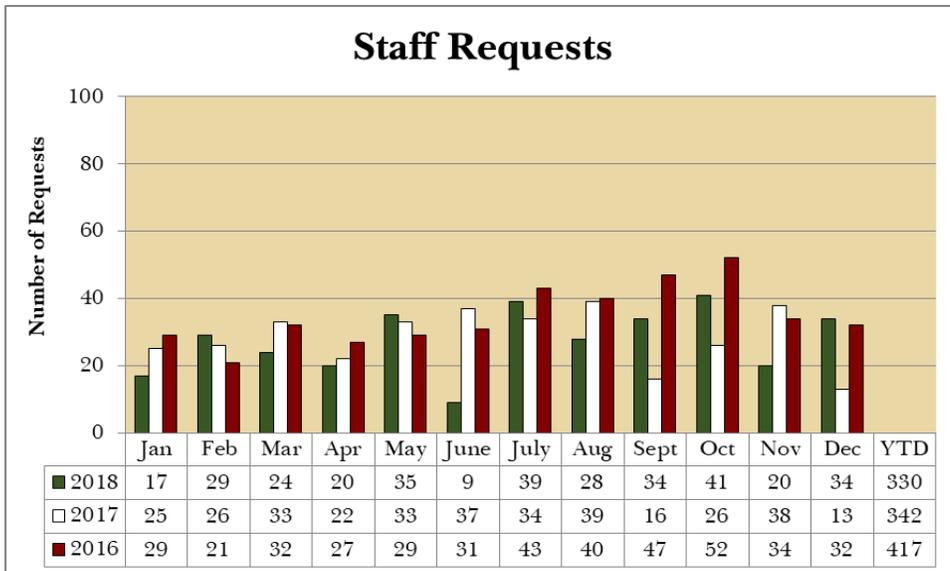
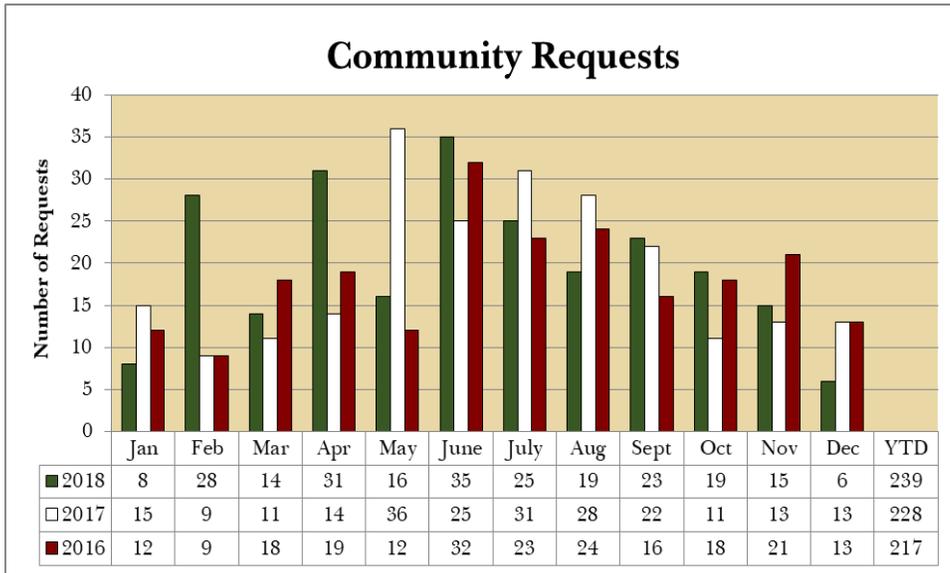
Leaf Collection is a seasonal city service that is offered to residents during an eight week period from mid-October to early December. Service crews will collect leaves that have been raked into piles at the curb or in the tree lawn area.

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.

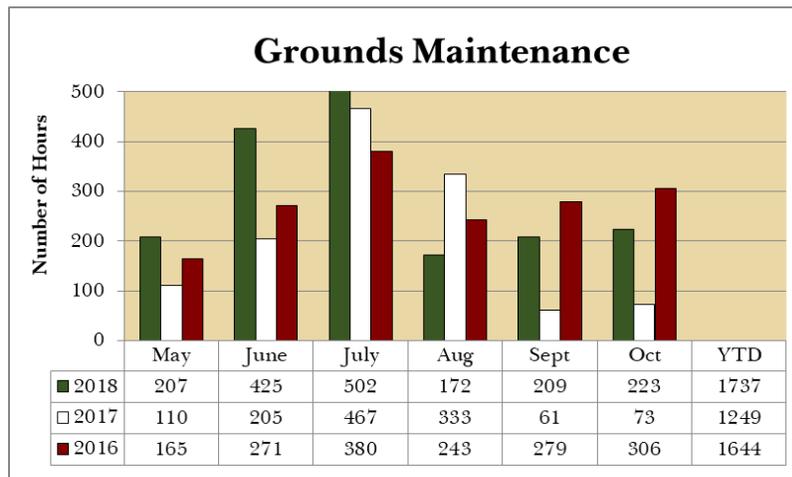
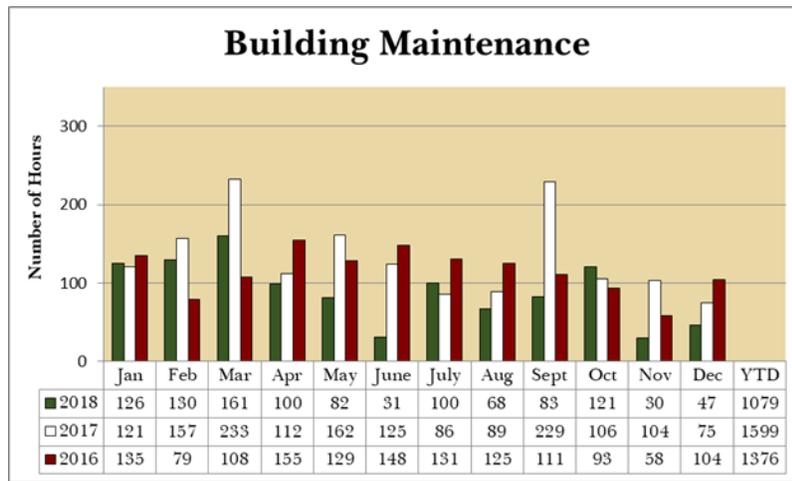
Requests for Service

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.



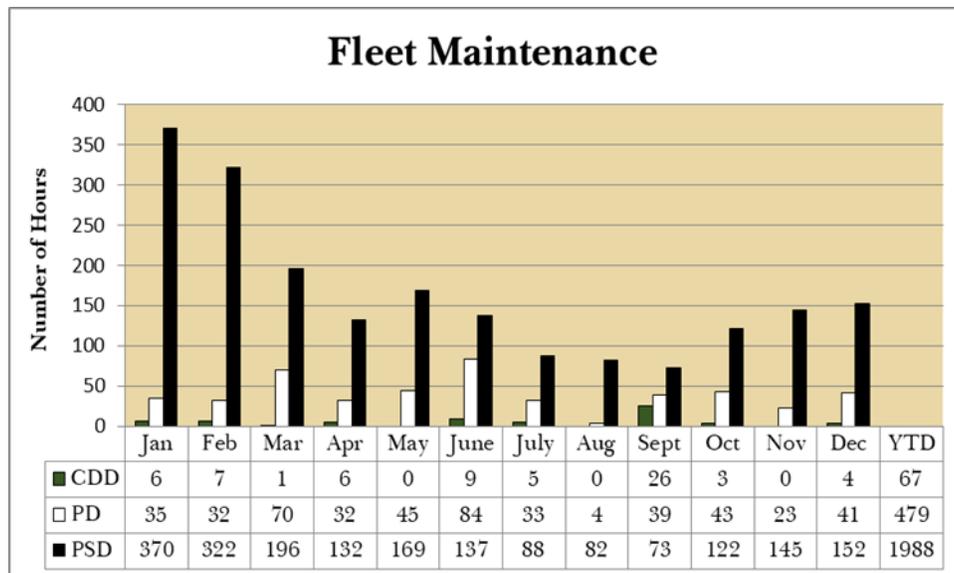
Buildings and Grounds Maintenance

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.



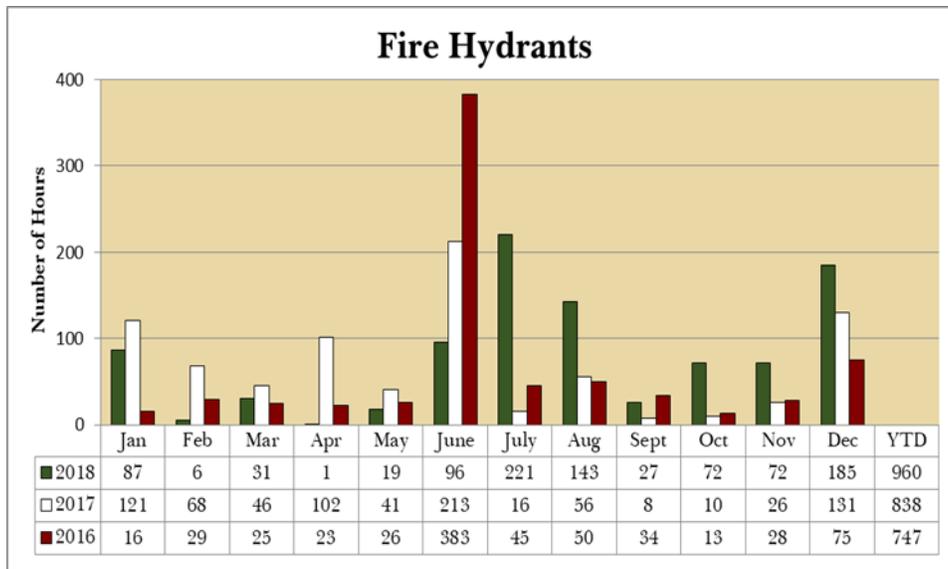
Fleet Repair Services

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.



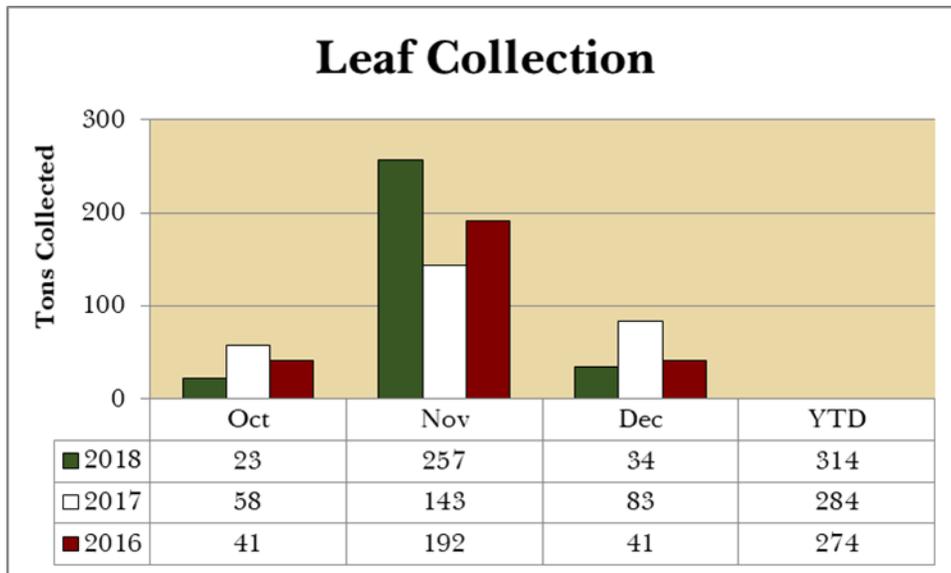
Fire Hydrant Maintenance

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 is use. While the Plain Township Fire Departments performs bi-annual flushing of New Albany’s hydrants, it is the public service 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 1,310 hydrants, an increase of 157 from last year as a result of continued new development within the community.



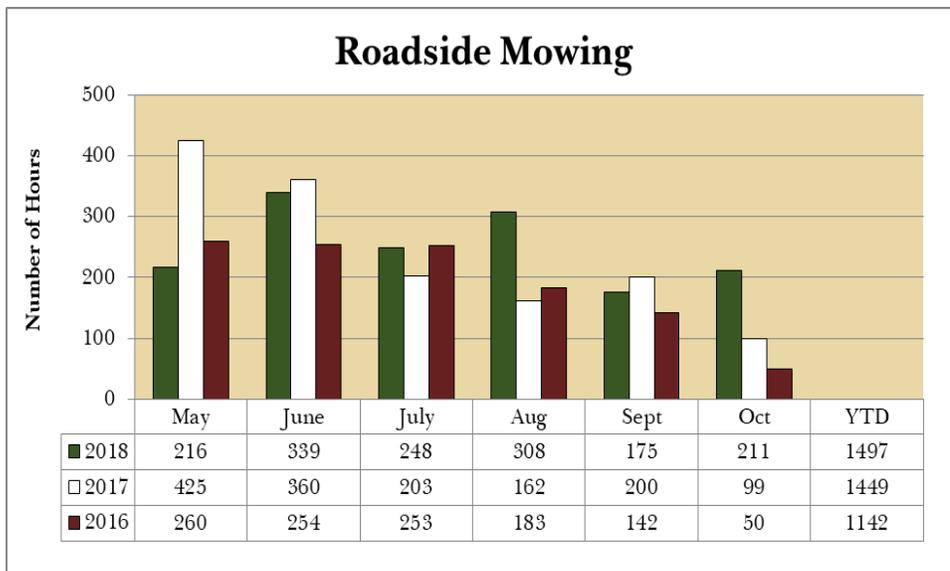
Leaf Collection

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 2018, 627,300 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.



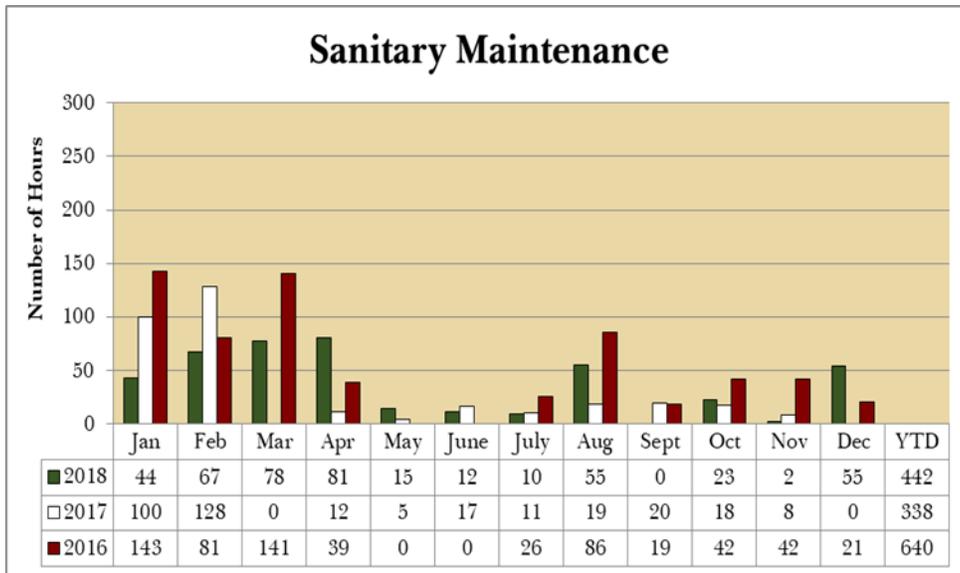
Roadside Mowing

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

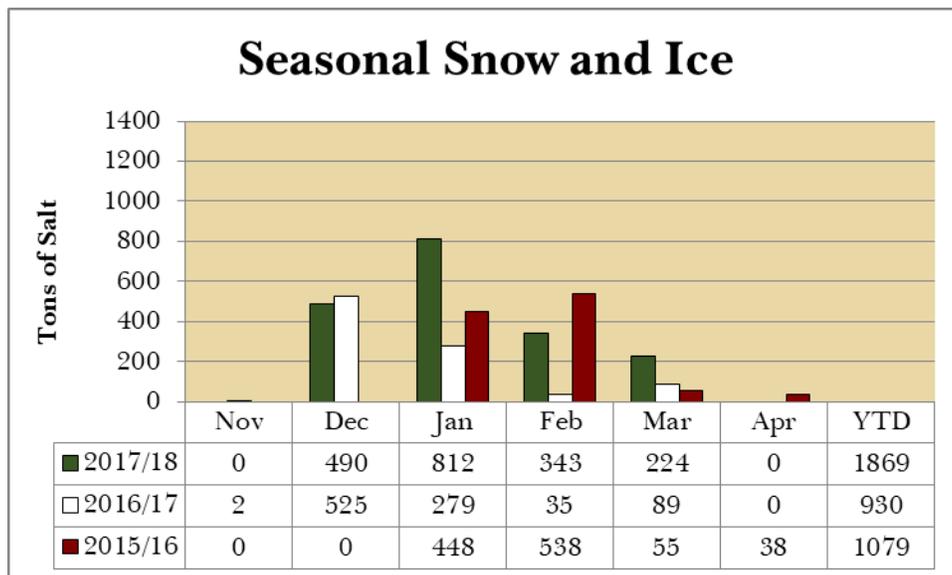
The City of New Albany Public Service Department manages an extensive sanitary sewer collection system serving more than 3,500 customers within the city sewer district. The system consists of more than 84 miles of main line sewers and 1,978 manhole structures. New Albany ensures reliable sewer service 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 2018, as reported to the Ohio EPA, the city incurred no main line sanitary sewer overflows, however three commercial buildings and two residential homes experienced water in their basements.



Snow and Ice Removal

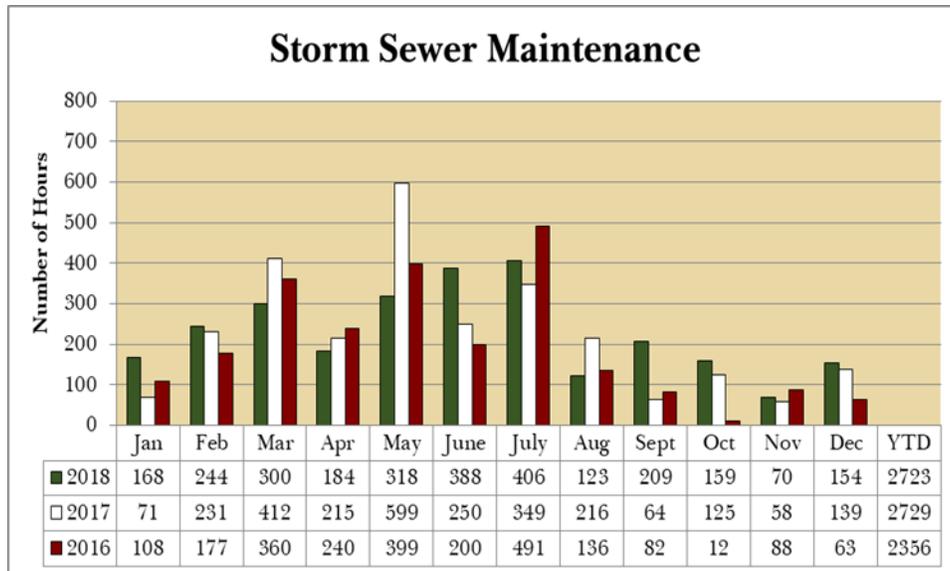
The Public Service Department provides effective snow and ice removal service through the utilization of up-to-date vehicles, equipment, de-icing materials and GPS/AVL technology. From November to April each year, snow removal operations are scheduled for 24 hour service as crews work shifts in order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

New Albany maintains approximately 262.64 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.



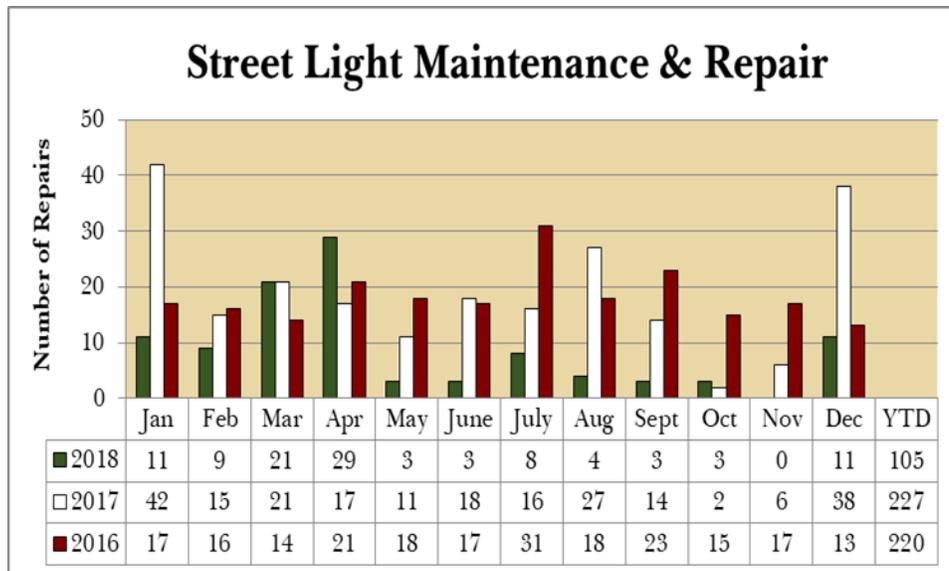
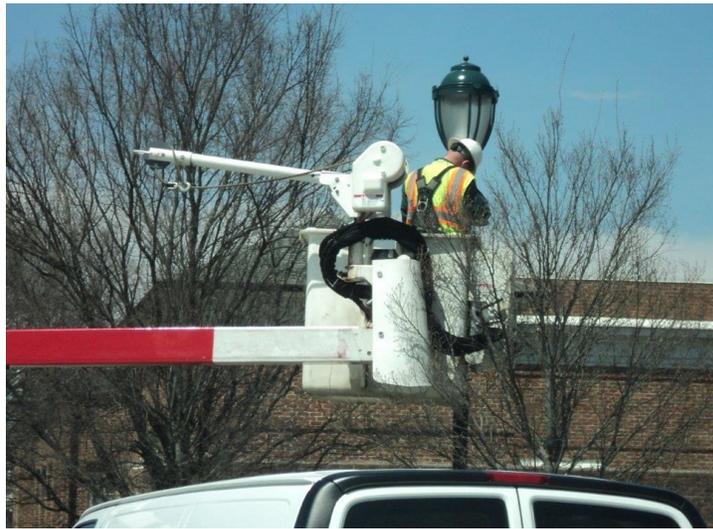
Storm Sewer Maintenance

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 116 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

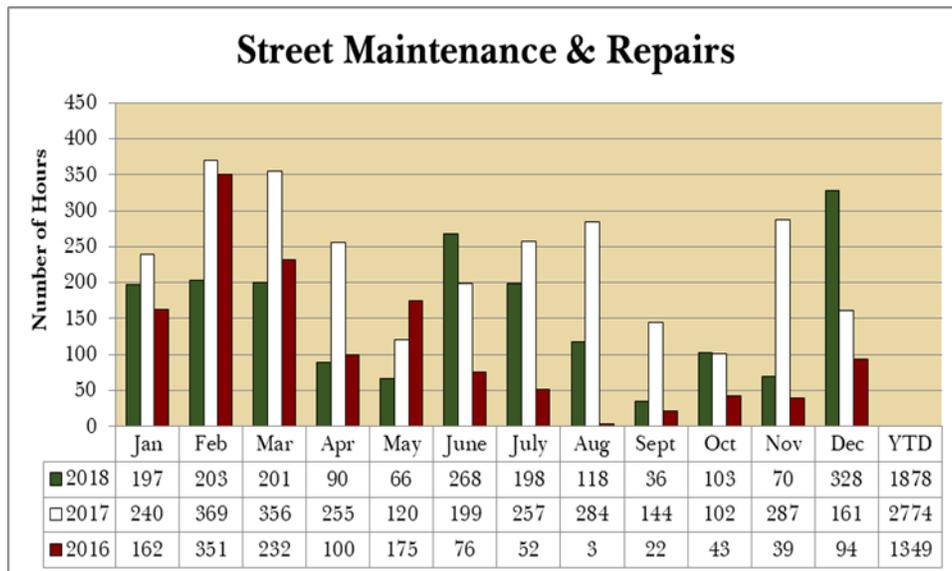
Street lights provide increased visibility at residential intersections and along commercial roadways for drivers traveling at night or during inclement weather. Service department crews perform monthly inspections to identify inoperable lights for repair. A well maintained street lamp and pole should 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

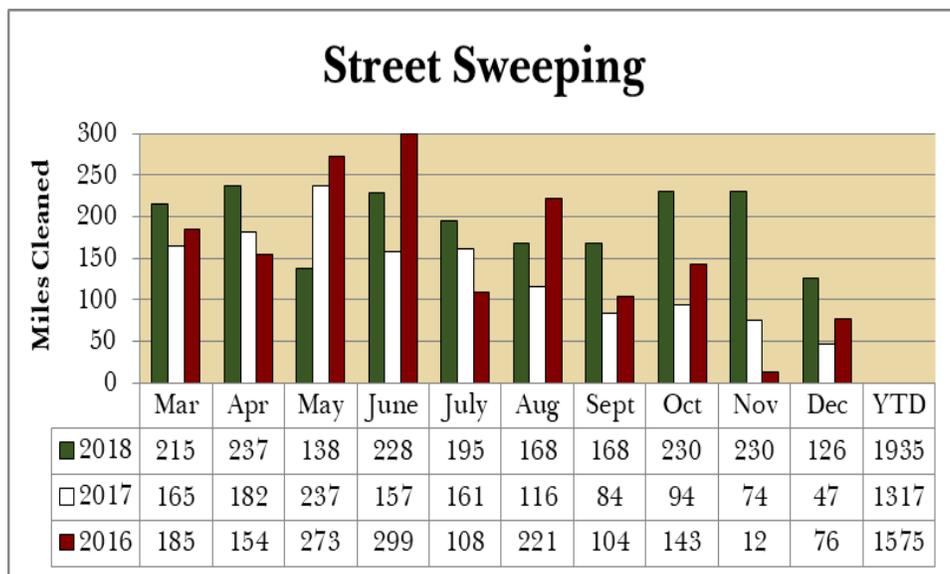
Service crews are responsible for the general oversight of annual roadway maintenance, to keep our roadways clean and in good working condition. Making repairs to potholes in the asphalt and replacing berm material along the roadside edges is a year round function of the department. In 2018, approximately 618 potholes were fixed and 2 lane miles of roadway berm was redressed with stone aggregate. Street maintenance activities also includes the placement of pavement markings for stop bars and crosswalk lines and repairs to roadway culverts, guardrails and wood 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.



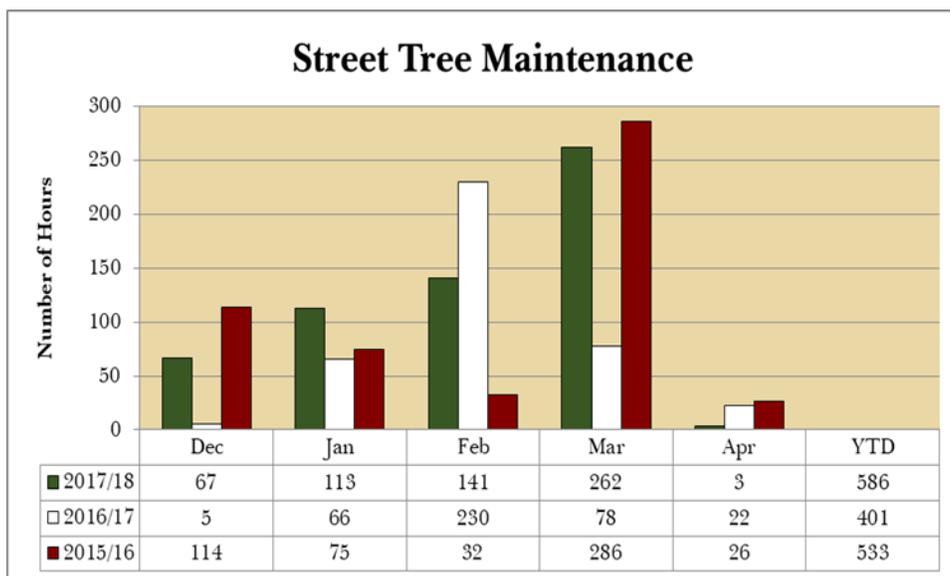
Street Sweeping

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 2018, service crews collected a total of 301,594 pounds of sediment and debris found along the curbed streets within the city, compared to 266,000 pounds collected in 2017.



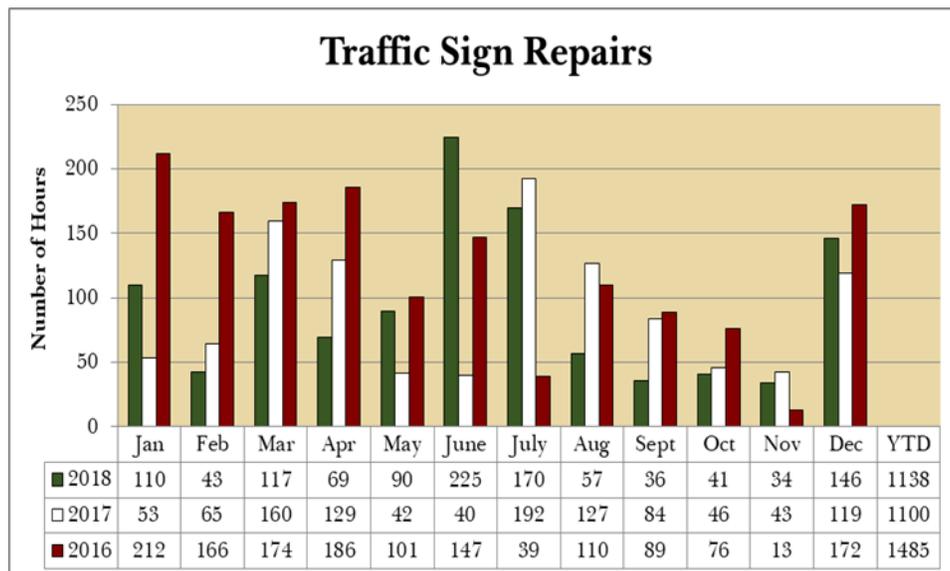
Street Tree Maintenance

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. In 2018, a total of 1,145 street trees were pruned. 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 began a three year project to improve existing city street name signs on public roads to meet new design standards set by city council.

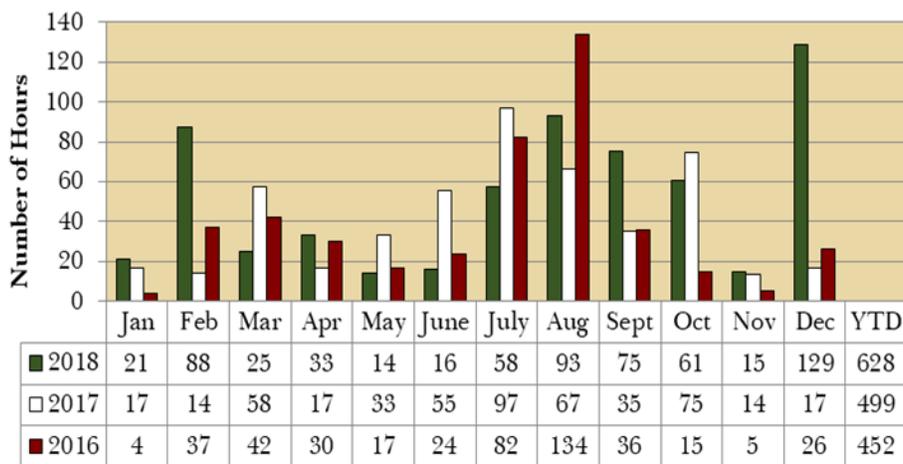


Traffic Signals

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 291 signaling devices located at 25 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.

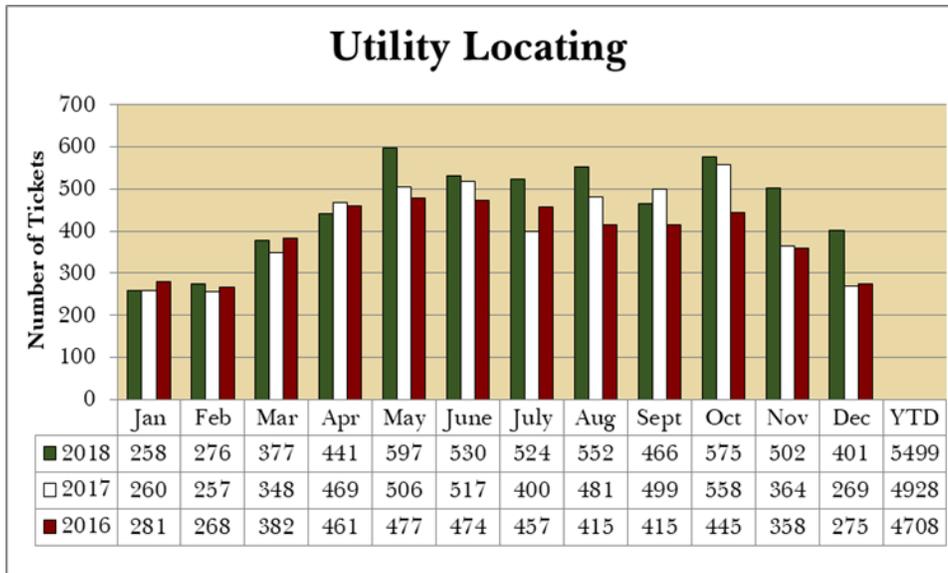


Traffic Signal Repairs



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 2018

Maintenance Worker Shaun Bush installs a new street name sign at Nacot Place off of West Campus Road. The new sign was designed using the City's updated branding style which uses black letters on a white reflective background. Four different color combinations were available under the new federal regulation. The city chose to make updated improvements and no longer use white letters on a non-reflective dark green background.



A new street name sign was installed in the business campus.

The service department staff participates in both Spring and Fall annual roadside trash collection projects to clean debris along the State Route 161 corridor in preparation of seasonal right-of-way maintenance. The Spring trash collection yielded a total of 92 bags of trash equaling 3,220 pounds of waste. The Fall trash collection yielded a total of 63 bags of trash equaling 2,205 pounds of waste. The total collection yielded 155 bags of trash equaling 5,425 pounds of waste.



Trash collection prepares roadsides for seasonal mowing.

Crew members Andrew Love, Ian Hurst and Tyler Myers rebuilt the roundabout at the Police Department Safety Town by:

- Removing existing sod in the circle.
- Excavating perimeter to accommodate bricks.
- Install a gravel base for brick pavers.
- Placed pavers to replicate city roundabout design.
- Planted lirioppe grass and put down black mulch.



Service crews install lirioppe grass and black mulch at Safety Town.

Seasonal crew member Kyle Vorys and Maintenance Worker Tyler Myers remove juniper bushes from the Phil Heit Center parking lot to improve pedestrian access. Brick paver walkways were added at the center island to help direct foot traffic from the parking lot to the new businesses and retail shops that line Market and Main Streets. Signs limit-



Crew members remove junipers from the Phil Heit Center parking lot.

Public Service Projects 2018

The New Albany July 4th parade kicked off at 11 a.m. and began from the McCoy Center on Dublin-Granville Road and proceeded to Market St., then Main St. and finished at the school parking lot. The community fireworks went off at dusk from the Kardules Fields Park and could be seen throughout the Village Center. The parade and fireworks event is one of many special events that the public service department helps to support.



Office workers Marlene and Malinda drove the GEM in the July 4th parade.

The public service department hosted the city's annual Touch-a-Truck event on August 18th and had over 1,100 attendees. Included with the event was a food drive for the local New Albany Food Pantry. New for 2018 was the landing of a helicopter sponsored by the New Albany Mount Carmel Hospital. In addition to the public service vehicles, the police department, fire department, county engineer, Rumpke and NA schools provided vehicles for the children to explore.



Attendees enjoy the large trucks at the Touch-a-Truck event on August 18th.

Maintenance staff and seasonal worker used a hydro-excavator to expose and remove a problematic root in the Ashton Grove community. The root had grown under and shifted an entry stairway, requiring its removal. Street tree root issues are common in this developed based on the close proximity of the homes to the city right-of-way.



Hydro-excavating to expose and remove street tree root in Ashton Grove.

Maintenance Workers Rob Runyon and Shaun Bush successfully completed the conversion of the north side pedestrian crossing signal from motion detection to push button activation. Staff worked with the equipment manufacturer to determine what materials and wiring was necessary. Three other crossing locations were also converted which circled the Market and Main Street Roundabout intersection.



Modifications made to crosswalk signals at Market and Main Roundabout.

Public Service Projects 2018

The city forester and seasonal forestry assistant worked with 5th graders in the New Albany School District on their annual Bio-Blitz program. A Bio-Blitz is an event that focuses on finding and identifying as many plant species as possible in a specific area over a short period of time. The city forestry division works throughout the school year with environmental science teachers to provide outdoor learning activities for students.



Seasonal assistant Rosalie Hendon helps instructing 5th graders on plant biology.

Annually, maintenance crew members participate in a snow plow rodeo to test their plow driving skills in a fun and competitive setting. In 2018, a new obstacle course was designed to test operators skill utilizing the wheel loader simulating road salt dispensing. Judges citywide scored crew members based on performance accuracy. Special prizes were awarded for first, second and third place finishers.



Maintenance crew members participate in the 2018 Annual Snow Rodeo Event.

In early 2018, the service department applied for and received a Safety Intervention Grant from the Bureau of Workers Compensation (BWC) to improve the railway hoist in the service garage. The purpose of the Safety Intervention Grant Program is to gather information about the measureable effectiveness of successful workplace safety intervention projects in order to share these results with Ohio employers. The BWC grant covered the cost to convert the garage service crane from manual operation to mechanical.



Behob Corporation installed a new motorized crane.

City council approved the conversation of a two-way stop condition to an all-way stop condition at Central College and Bevelhymer Roads based on the results of a traffic study conducted by the city traffic engineer. Maintenance Workers Kenny Geiger, Chase Loughman, Andrew Love and Ian Hurst placed new stop bars on Central College Road to complete the new all-way stop.



New stop bars for an All-Way Stop Were installed

Completed Construction Projects 2018

City Sidewalk Improvement Project

- Cost of construction: \$263,226
- General contractor: Decker Construction
- Scope of improvements: The city sidewalk improvement project is an annual program where unsafe public sidewalks are replaced for residents at the discretion of city council. The sidewalk replacement program exists in order to improve pedestrian safety and walkability throughout the community.



ADA ramps were replaced along Swickard Woods Blvd. as part of the annual sidewalk program.

City Street Improvement Project

- Cost of construction: \$911,909
- General contractor: Decker Construction
- Scope of improvements: This is an annual capital improvement project that covers both preventative maintenance and full scale pavement replacement. Construction activity includes crack sealing, curb repair, ADA ramp replacement, pavement patching, asphalt mill and overlay and pavement striping.



Crack sealing and pavement striping was performed on Kitzmiller Road.

Market Street - Traffic Visibility Improvement Project

- Cost of construction: \$13,772.
- General contractor: Decker Construction
- Scope of improvements: At the intersection of Keswick Commons and Market Street sight visibility was obstructed by on-street parked vehicles. This project removed two on-street parking spaces and replacement them with new curbing and a grassy lawn.



A view looking east on Market Street with on-street parking removed.

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.

2018 Goals Achieved

- **Complete phase one of a three year project to convert city street lights to LED (Light Emitting Diode) style fixtures emphasizing efficiency, effectiveness and sustainability.**

In 2017, as an organizational goal the service department evaluated the utilization of green technologies for converting city streetlights to LED style fixtures emphasizing efficiency, effectiveness and sustainability. As a phased project over a three year period the city would inventory and convert all 1273 streetlights to LED style fixtures. The life expectancy of LED fixtures is approximately ten to fifteen years versus standard designed bulbs which lasts only two to three years. The city is expected to save approximately one million dollars over a twenty year period on the cost of labor, equipment and energy consumption of the new LED streetlights. In phase one of the project approximately 550 residential streetlights were converted.

- **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.**

The service department was unsuccessful with developing a reorganizational plan for the department. Time, energy and resources was directed to several important unscheduled projects related to improving traffic safety and parking congestion. However, to address the management needs for grow in service demand, the department was successful in obtaining two additional full-time maintenance worker positions in the 2019 city operating budget.

- **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.**

The service department was successful in obtaining funding for both grant projects. The electric overhead equipment crane was installed in December of 2018 and training took place in January of 2019. The grapple trailer purchase was moved to 2019 due to delays by the manufacturing company.

2019 Department Goals Proposed

- Complete phase two 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 an ADA Transition Plan for the City of New Albany, created to ensure residents and visitors are not discriminated against on the basis of a disability. The Americans with Disabilities Act (ADA) requires that public agencies perform periodic self-evaluations and prepare transition plans to upgrade facilities for accessibility as needed, including streets, sidewalks and buildings. Access to civic life by people with disabilities is a fundamental goal of the ADA. To ensure that this goal is met, Title II of the ADA requires local governments to make their programs and services accessible to individuals with disabilities. This requirement extends not only to physical access at government facilities, programs, and events, but also to policy changes that government entities must make to ensure that all people with disabilities can take part in, and benefit from the program and services of State and local governments.
- Utilizing grant funding through the Federal Highway Administration, the service department will oversee a project to interconnect the city traffic signalization system and install a centralized traffic management control center. In 2015, the City of New Albany was awarded grant funding through the Mid-Ohio Regional Planning Commission (MORPC) Attributable Funding Program to interconnect the city's traffic signal systems. In 2016, city council passed a resolution to accept the funding and cooperate with MORPC in development of the project. In 2018, the city manager entered into an agreement with the Ohio Department of Transportation (ODOT) committing city funds towards the construction of the project. The interconnection project will make traffic signalization system improvements by interconnecting it's current closed-loop traffic signal system by use of a master controllers via New Albany's fiber-optics system, adjusting signal system timing and intersection coordination, installing traffic monitoring cameras, connecting the master controllers and camera monitors to a Traffic Management Center established in the Public Service building and upgrading existing pedestrian signals to meet current federal accessibility guidelines.