

≡ NEW ALBANY ≡

PUBLIC SERVICE

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**PUBLIC SERVICE DEPARTMENT**  
Annual Report  
2021

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# NEW ALBANY

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## PUBLIC SERVICE

March 21, 2022

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 our upcoming goals and projects. As a department, we provide ongoing communication with the public regarding our efforts to maintain, improve and beautify the City of New Albany. This report serves to highlight the service department's ever-important responsibility and commitment to 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 provided a detailed look at the men and women within the public service department who fill the vital role of providing benchmark services to the community. Therefore, as you review 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 goal 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 2021 Annual Report. For specific information or questions please contact us via the city web site at [www.newalbanyohio.org](http://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



### **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.



### **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.

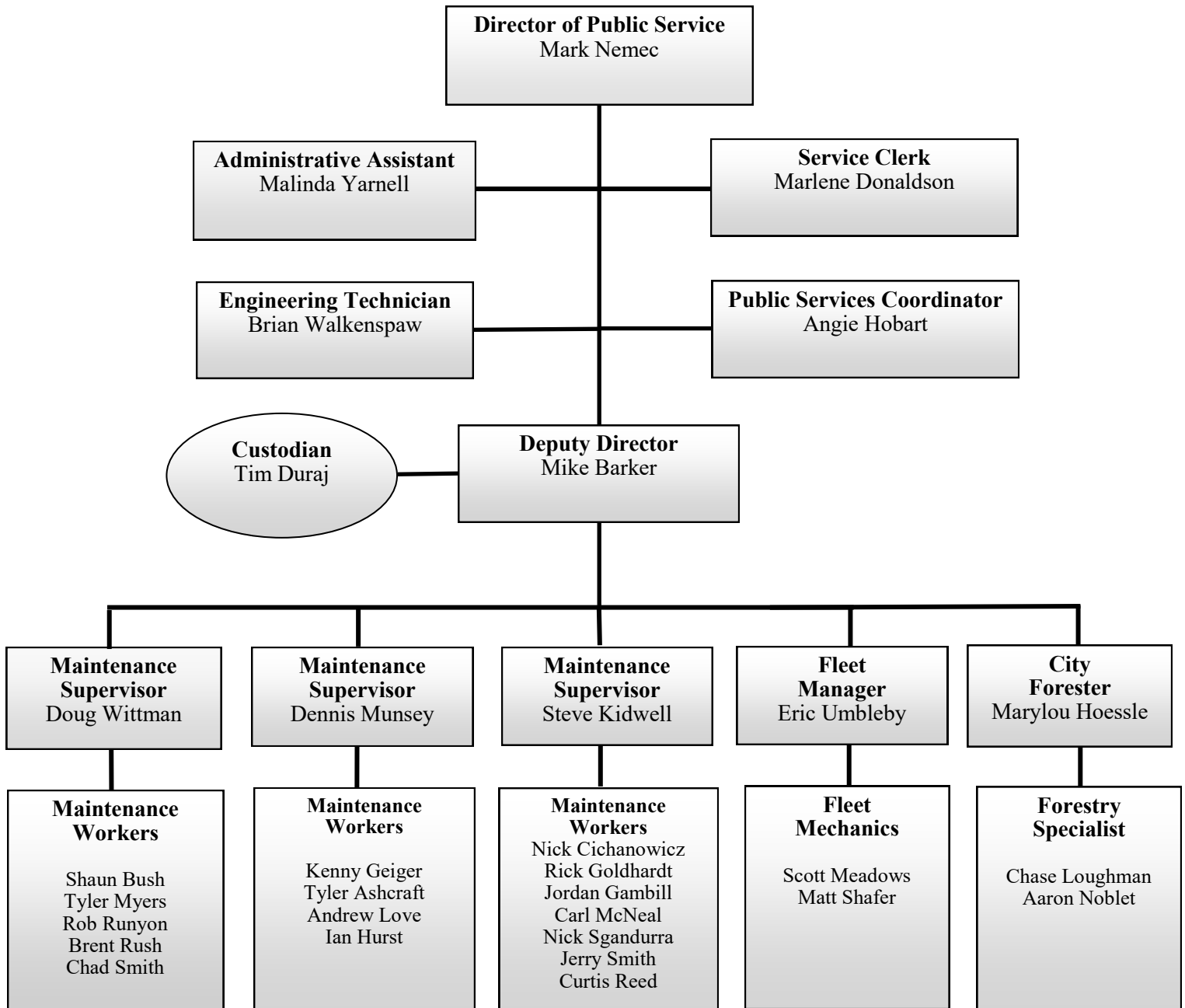
#### **Quality**

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 2021 Statistics

Area:	17.225 Square Miles
Population:	10,825
Residential Units:	3,738 (Single family)

### **Streets:**

Highways (US, SR)	38 Lane Miles
Community Arterials	161 Lane Miles
Local & Residential Roads	276 Lane Miles

### **Water:**

Fire Hydrants	1,463
Waterlines	93.3 Water Miles

### **Sewers:**

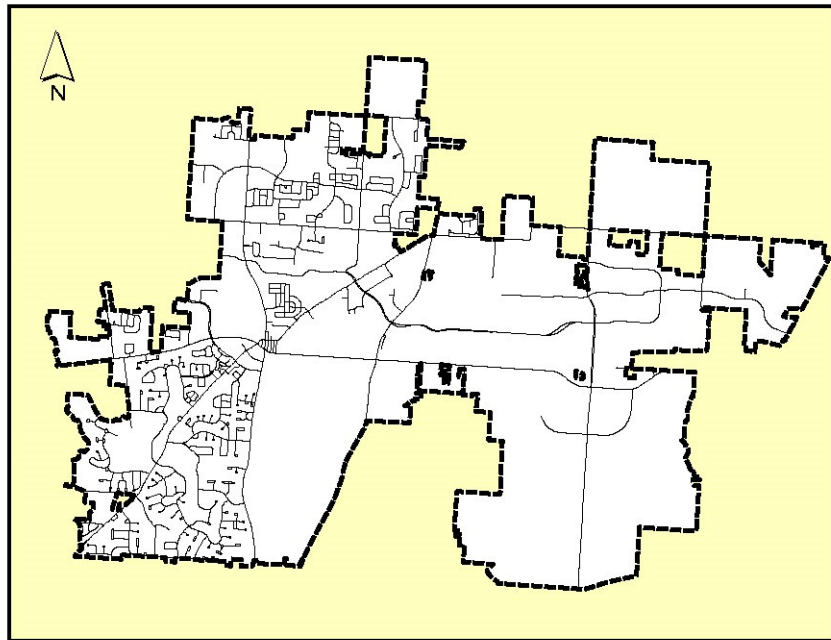
Sanitary Sewers	85.8 Miles
Storm Sewers	117 Miles

### **Transportation:**

Bridges	23
Streetlights	1,583
Traffic Signals	25 Intersections

### **Leisure Trails:**

Leisure Trails	53 Miles
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## PUBLIC SERVICE DEPARTMENT OPERATIONS

### Administration:

The front office is staffed by 6 employees each weekday between the hours of 7:30am and 4:30pm. This staff consists of the following positions:

<b>Director</b>	<b>Deputy Director</b>	<b>Public Services Coordinator</b>
<b>Engineering Technician</b>	<b>Administrative Assistant</b>	<b>Clerk</b>

The front office staff supports the administrative and operational needs of every division within the public service department.

### Maintenance Division:

The maintenance division is staffed by 23 employees operating on staggered shifts. This staff consists of the following positions:

<b>Maintenance Superintendent (1)</b>	<b>Maintenance Supervisor (3)</b>
<b>Maintenance Worker (14)</b>	<b>Seasonal Maintenance Worker (4)</b>
<b>Custodian (1)</b>	

The maintenance division is responsible for owning and maintaining all of the city's public infrastructure and facilities. This includes the maintenance of all city owned roadways, street lights, traffic signals, fire hydrants, storm sewers, sanitary sewers and waterlines. This team is also responsible for utility marking, roadside mowing, leaf collection, utility marking and snow and ice removal. In addition, this group maintains all city owned buildings and facilities including Rose Run Park, Village Hall, the police department, the public service department, the Phelps House, the Guzzo building, 3 water booster stations and a water tower.

### Fleet Maintenance Division:

The fleet division is staffed by 3 employees each weekday between the hours of 7:00am and 3:30pm. This staff consists of the following positions:

<b>Fleet Manager (1)</b>	<b>Fleet Mechanic (2)</b>
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The fleet maintenance division services and maintains a fleet more than 100 vehicles along with a wide variety of equipment valued at +/- 9.5 million dollars. This team oversees the fuel management system for all departments, performs preventative maintenance and equipment repair and manages the acquisition and decommissioning of fleet vehicles. The maintenance division also manages the New Albany SmartRide.

### Forestry Division:

The forestry division is staffed by three employees each weekday between the hours of 7:30am and 3:30pm. This staff consists of the following positions:

<b>Forester (1)</b>	<b>Forestry Specialist (2)</b>
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New Albany has an inventory of more than 20,000 trees located within the public right of way and on city owned properties. The forestry division is responsible for the pruning and care of the trees, along with the planting of new and replacement trees throughout the city.



## MAINTENANCE DIVISION

The primary purpose of the city's maintenance division is to actively maintain all city owned infrastructure in a manner consistent with the demonstrated quality and aesthetic of New Albany.

This division is responsible for providing a wide range of maintenance and vital community services that generally include the following:

- 275 miles of roadway
- 25 signalized street intersections
- 4,914 storm sewer catch basins
- 1,412 fire hydrants
- 296 miles of water main, storm and sanitary sewer
- 17 parks
- 22 bridges
- 1,527 streetlights
- 6 buildings and facilities
- 41 miles of roadside mowing
- Street sweeping
- Utility marking and locating
- Litter pickup
- Leaf pick up
- Snow removal



This work is completed by way of planned routine maintenance activities and responsive to extreme weather events and traffic accidents. The maintenance division strives to maintain a clean and safe environment for our residents.

The acting maintenance superintendent, Steve Kidwell, oversees the operations of the maintenance division. The division consists of three crews as follows:

The first crew is supervised by Doug Wittman. This crew manages and facilitates street light maintenance, traffic signal maintenance, flags/banners/flowers, leaf collection and infrastructure painting. The crew is staffed by the following maintenance workers.

Brent Rush     Rob Runyon     Shaun Bush     Tyler Myers     Chad Smith

The second crew is supervised by Dennis Munsey. This crew is responsible for street sweeping, road side mowing, pavement and berm maintenance, special events, grounds maintenance, trash pickup and playground maintenance. The crew is staffed by the following maintenance workers.

Andrew Love     Kenny Geiger     Tyler Ashcraft     Ian Hurst

The third crew is managed by acting supervisor, Nick Cichanowicz. This crew is responsible for fire hydrant flushing, maintenance and repair, maintenance, sanitary sewer maintenance, storm sewer maintenance, catch basin repair, wye installation and utility locating. The crew is staffed by the following maintenance workers.

Carl McNeal     Jordan Gambill     Curtis Reed     Jerry Smith     Nick Sgandurra     Rick Goldhardt

Building custodian Tim Duraj is responsible for routine cleaning needs of Village Hall, the public service department and the police department. General tasks include cleaning floors, windows and carpets, taking out trash and maintaining all entrances and common areas.



## FLEET DIVISION

The purpose of the city's fleet division is to oversee, manage and maintain all of the city owned vehicles and equipment. The fleet division supports the operations for every city department and ensures that vehicles and equipment are in proper working order to provide reliable and efficient services to the community while maintaining operational efficiency.

The fleet division maintains over 250 assets that have a combined value of approximately \$9.5 million dollars. On average, the fleet division manages \$1 million dollars per year in capital equipment replacements. This division handles a variety of tasks associated with the management surrounding the operation and maintenance of the city's 250+ vehicles and assets used each day including:

- Evaluate departmental needs and procure and dispose of all vehicles and equipment
- Monitor and measure equipment utilization, lifecycle and operating costs
- Provide preventive maintenance and repair services
- Establish and maintain parts inventory
- Manage centralized fueling services and record fuel consumption data for each vehicle
- Provide a centralized fleet management database (for reports regarding vehicle inventory and operating expenses that integrates all applicable costs and information.

The following staff members comprise the fleet division and provide logistical and mechanical support to city departments:

**Fleet Manager, Eric Umbleby**  
**Fleet Mechanic, Scott Meadows**  
**Fleet Mechanic, Matt Shafer**

The fleet division maintains vehicles and equipment from procurement to disposal.

- More than 90% of all necessary repairs and maintenance are completed by our team

The fleet division works with city departments to provide vehicles and equipment that are economical, sustainable and designed to meet the immediate and long-term needs of the city. After a specific vehicle or piece of equipment is selected, work begins to establish a bid specification and total budget to include life cycle analysis, maintenance schedule, operator and maintenance training, necessary common and preventative parts and decommissioned vehicle values. When new equipment is purchased, asset documents (ex: serial numbers, tire sizes, specialty/safety equipment, filters and fluid capacities) are recorded, title work and vehicle plates are ordered, and the equipment is added to the city's insurance policy. Our team then works to install the required safety equipment, schedules operator training, installs graphics in accordance with city branding, and adds the equipment to the city's fuel and electronic asset management (EAM) system. All of this is completed before a key is placed in the hands of the customer.



## FORESTRY DIVISION

Street trees are among the most impactful public infrastructure elements responsible for establishing New Albany as the healthy, thriving and beautiful community that it is today. Trees also provide many economic, environmental and social benefits. It has been well studied and documented that tree lined streets and preserved greenspaces enhance the quality of everyday living. It is the responsibility of the urban forestry division to maintain and care for the city's substantial inventory of more than 20,000 trees.

As the city's urban forest continues to grow, so does the maintenance required to preserve tree health, aesthetics and public safety. Trees are a part of a city's infrastructure, no different than sewers, streets and traffic signals; and require comparable consideration and attention.

In 2019, the public service director recognized the need to prioritize the city's tree inventory after an evaluation completed by an expert consultant identified issues that threaten the long term health of the trees. In order to implement a proactive tree care and maintenance program and address the concerns identified, a forestry division was formed.

This one person division has since grown to a staff of three and provides the expert knowledge and labor to complete maintenance activities such as pruning street trees according to a best practice schedule, removing dead trees, grinding stumps, planting replacement street trees, providing emergency response for storm damaged or downed trees, and maintaining trees on city owned properties and green spaces.

The forestry division includes the following staff members:

**City Forester, Marylou Hoessle**  
**Forestry Specialist, Chase Loughman**  
**Forestry Specialist, Aaron Noblet**

Tree pruning is the forestry division's main activity. Streets are prioritized by pruning need and resident requests. This work is performed in addition to mulching and root removal. The forestry division is also responsible for the safe operation of chainsaws, commercial wood chippers, and the city's bucket truck, along with establishing and maintaining traffic control as needed.

The following is a condensed list of services and tasks that are managed by the forestry division:

- Provide GIS mapping of city street trees—Includes determination of species, size and overall condition
- Establish collaborative annual street tree replacement programs with HOA groups and residents
- Inspect newly planted trees for city and residential development projects
- Administer Tree City USA certification and Arbor Day Event activities
- Engage with New Albany-Plain Local School's Environmental Science Program promoting forestry education
- Assist city staff with zoning complaints involving tree protection and conservation zones
- Provide assistance on capital projects that include tree planting and removal such as the Rose Run and Miracle Field projects

New Albany is on track to become a regional leader in the area of forestry. As the community continues to grow, the strategic involvement of the forestry division will ensure that our trees continue to be among our most appreciated assets.

# CAPITAL IMPROVEMENT PROJECT

## 2021 City of New Albany Street Improvement Project

**Construction Cost:** \$861,378.24

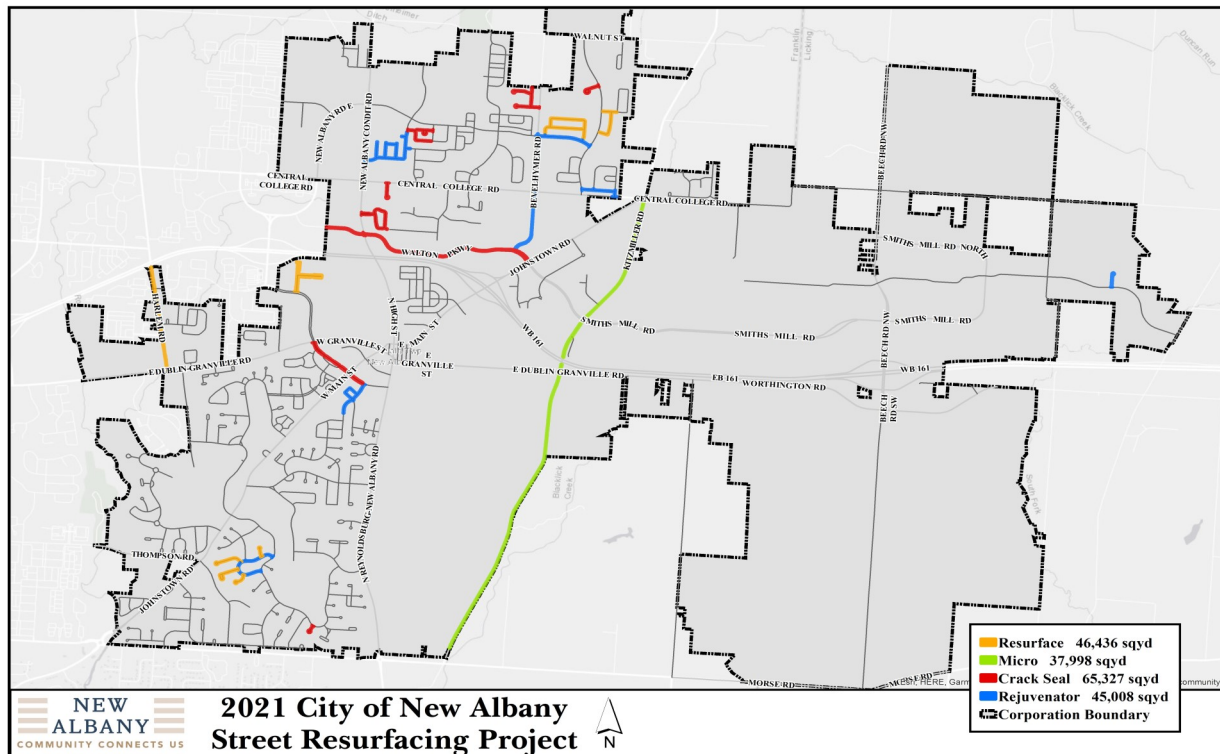
- Funding sources:
  - Street Construction, Maintenance & Repair Fund
  - Capital Improvement Fund

### Construction Schedule:

- Construction start date: July 1, 2021
- Construction completion date: October 15, 2021

### Project Description:

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 overly and pavement striping. The project was awarded to Columbus Asphalt Paving, Inc.



# CAPITAL IMPROVEMENT PROJECT UPDATES

## 2021 City of New Albany Sidewalk Replacement Project

**Construction Cost:** \$78,129.75

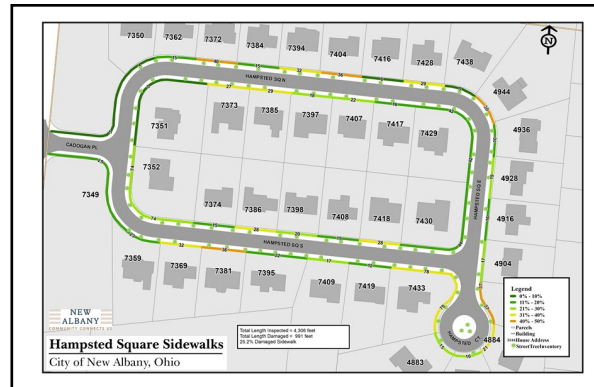
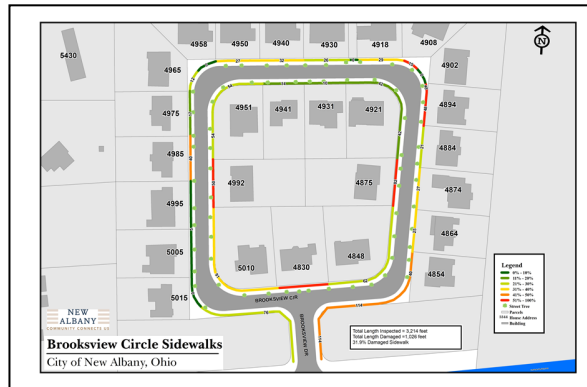
- Funding sources:
  - Capital Improvement Fund

### Construction Schedule:

- Construction start date: July 1, 2021
- Construction completion date: October 15, 2021

### Project Description:

The city sidewalk replacement 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. The project was awarded to Columbus Asphalt Paving, Inc.



## CAPITAL IMPROVEMENT PROJECT UPDATES

### 2021 City of New Albany Leisure Trail Improvement Project

**Construction Cost:** \$207,183.60

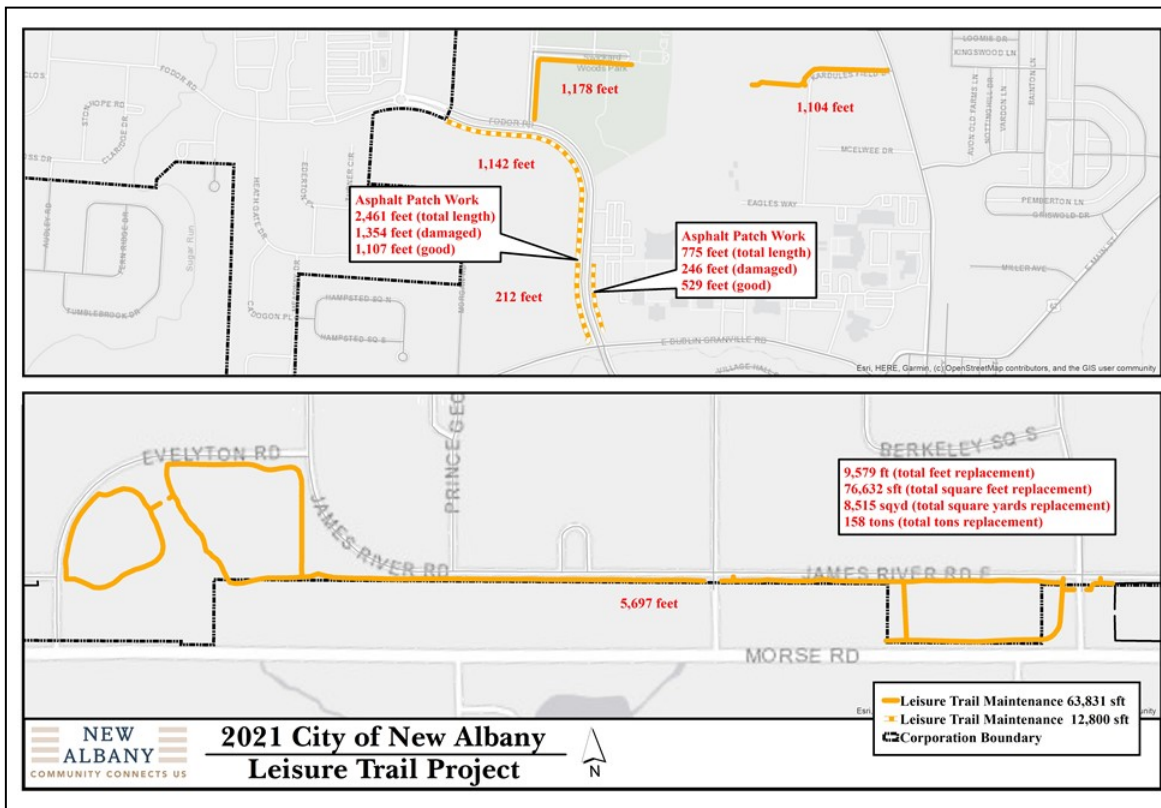
- Funding sources:
  - Park Improvement Fund

**Construction Schedule:**

- Construction start date: November 1, 2021
- Construction completion date: May 30, 2022

**Project Description:**

Beginning this year, the New Albany Leisure Trail Improvement Project will be an annual program where repair, replacement and preventative maintenance work is performed on the city's leisure trail system. Continued maintenance is vital to keep the asphalt trail system in good condition. The project was awarded to Columbus Asphalt Paving, Inc.



## 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.

### 2021 Goals Achieved

- **The public service department proposes to investigate the construction of a solar photovoltaic energy generation system at the Public Service Facility that will reduce electric service costs and demonstrate leadership to the New Albany community in the area of clean energy.**

Solar energy is an abundant, renewable, and non-polluting energy resource. It is the intention of the city to foster and encourage the adoption of alternative energy sources within the community for the purpose of achieving the multiple economic, health, environmental, and educational benefits of solar energy, while maintaining the community character, design standards, and livability. The deployment of solar energy facilities and the pursuit of environmental sustainable strategies can greatly reduce the cost and consumption of energy, while lowering carbon emissions and reducing fossil fuel consumption in the city. The service department was successful in utilizing a cooperative contract to construct a roof-top 108kW solar array. The project was completed in September at a cost of \$231,777.47. It is estimated that the solar panels will generate up to one-half of the energy usage needed annually to supply power for the public service facility operations.

- **The public service department will work with local consortium communities in order to prepare for a new cooperative bid for residential waste collection and recycling processing services. The current contract with the city's waste & recycling hauler does not have a provision to extend trash collection beyond December 31, 2021.**

In 2004, as part of a collaborative effort to reduce the increasing costs of residential waste collection New Albany joined with seven other central Ohio communities (Bexley, Dublin, Gahanna, Mifflin Township, Plain Township, Westerville, Washington Township) to form a consortium group to collectively bid and contract for refuse collection. The volume based bid process proved to be successful in lowering trash collection costs. In 2018, as a consortium member the City of New Albany successfully bid and awarded a collection contract to Rumpke of Ohio for a three (3) year term beginning January 1, 2019 and ending December 31, 2021. The city was successful in obtaining a competitive bid for waste, recycling and yard waste services. Rumpke of Ohio was the successful bidder signing a three year contract with the City of New Albany for a monthly collection fee of \$22.37 per residential unit.

- **In 2020, the public service department completed the goal of assessing the pavement condition and developing a long range plan for future maintenance and management of New Albany's existing 35 miles of leisure trails. Utilizing the assessment work that has already taken place and long range management plan the public service department will implement a five year capital improvement project to upgrade the condition of the city's trail system.**

With the approval of city council, funding of \$330,000 per year for 5 years was budgeted for leisure trail improvement. In 2021, utilizing the mechanism for bidding the city annual street improvement project, an alternate bid was developed for removal and replacement of leisure trail pavement. Targeting the areas in poorest condition, plans and specifications were completed and bid. Columbus Asphalt Paving, a local contractor, was awarded the contract and is scheduled to complete year one work in Spring of 2022.

## 2022 Department Goals Proposed

- Annually, the Solid Waste Authority of Central Ohio (SWACO) offers a grant for waste reduction. Their Community Waste Reduction Grant (CWRG) program is a competitive program that is open to all governmental entities such as parks, cities, townships and villages, schools, other public sectors, and non-profit organizations. Proposed projects and programs address the unique waste reduction, diversion, and recycling needs of central Ohio; emphasize partnership building and collaboration, and address opportunities to leverage the waste stream for community benefit.

On behalf of the city, the public service department proposes to apply for the CWRG program in order to increase recycling efforts within city operations. This program will involve, replacing existing and increasing locations for recycling receptacles, provide proper signage, train city staff and monitor progress.

- The purpose of the city's fleet division is to oversee, manage and maintain all of the city owned vehicles and equipment. The fleet division supports the operations for every city department and ensures that vehicles and equipment are in proper working order to provide reliable and efficient services to the community while maintaining operational efficiency. The fleet division maintains over 250 assets that have a combined value of approximately \$9.5 million dollars. On average, the fleet division manages \$1 million dollars per year in capital equipment replacements.

A well run fleet operation will save taxpayers millions of dollars and enhance the delivery of essential services. Therefore, the public service department proposes to hire a fleet consultant to review and evaluate the fleet division operation in order to maximize potential efficiencies, effectiveness, and competitiveness.

- Formal evaluations of employee work behavior helps the employer and employee build on the strengths of the employee and identify those areas the employee needs improvement to be more effective and efficient in their job. The city has developed a standard Employee Performance Evaluation Form that is currently used by all city departments over a vast number of position titles and job duties.

The public service department proposes to re-evaluate the current performance evaluation form used for the labor staff and determine if a more appropriate form matched to their job duties can be achieved. The positions of maintenance worker, fleet mechanic and forestry specialist have unique job duties and responsibilities that are vastly different than office staff members. Therefore, creating a performance evaluation form that reflects the specific work of these positions will provide a more accurate assessment and offer the proper feedback to the employees in these positions.