



## PUBLIC SERVICE

### Public Service Department

#### MONTHLY REPORT

September 2024

*Professionalism*

*Integrity*

*Reliability*

*Quality*

*Pride*

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## PUBLIC SERVICE VALUES

### **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, 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 Public 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.

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 the 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 for 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.

## DEPARTMENT STRUCTURE

### Administration:

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

**Director   Public Services Manager**  
**Public Services Engineer   Administrative Assistant (2)**

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 26 employees responsible for owning and maintaining all of the city's public infrastructure and facilities. This includes maintaining 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 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, three water booster stations and 2 water towers.

**Asset Control Technician**  
**Maintenance Supervisor (6)   Maintenance Worker (18)**

### Fleet Maintenance Division:

The fleet division is staffed by four employees responsible for servicing and maintaining a fleet of more than 100 vehicles along with a wide variety of equipment valued at +/- 11 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 fleet maintenance division also manages the New Albany Smart Ride Program.

**Fleet Manager   Fleet Mechanic (3)**

### Forestry Division:

The forestry division is staffed by three employees and manages the health and safety of New Albany's street and park trees through tasks such as pruning and removal. Work is planned seasonally according to the biological needs of different tree species. The forestry division is also responsible for the safe operation of chainsaws, commercial woodchippers and the city's bucket truck along with establishing and maintaining traffic control as needed.

**Forestry Specialist (2)**

## DEPARTMENT UPDATES

### September 2024

#### Highlights

- CDL class has continued with the in-vehicle practice for September. Each employee has to drive with Shaun Bush, our self-certified CDL trainer, to get the appropriate number of hours logged before becoming eligible to test for their class A license.
- Congratulations to Daitan Rood on passing his test to receive his CDL license. Great job!
- Director of public service Mike Barker and public services manager Angela Hobart met with Midstates Recreation to discuss the remodel of the Windsor playground.
- Public services director Mike Barker and public services engineer Justin Wilkinson held a bid opening for Market Street extension on September 6th.
- Director of public service Mike Barker, public services manager Angela Hobart and administrative assistant Bridget Beck had multiple meetings in planning the 2025 budget.
- Public services manager Angela Hobart set up a de-escalation technique training for supervisors and office staff. This training was a good refresher course on what you should and shouldn't do in a public setting.
- Public service department held the annual capital projects workshop on September 17th. This workshop is to discuss the projects council wants to see completed in 2025 and beyond.
- Public service department staff attended the annual New Albany Chamber Community Update luncheon on September 18th. Staff had the opportunity to hear New Albany community leaders recap the past year and share perspective on the future of New Albany.

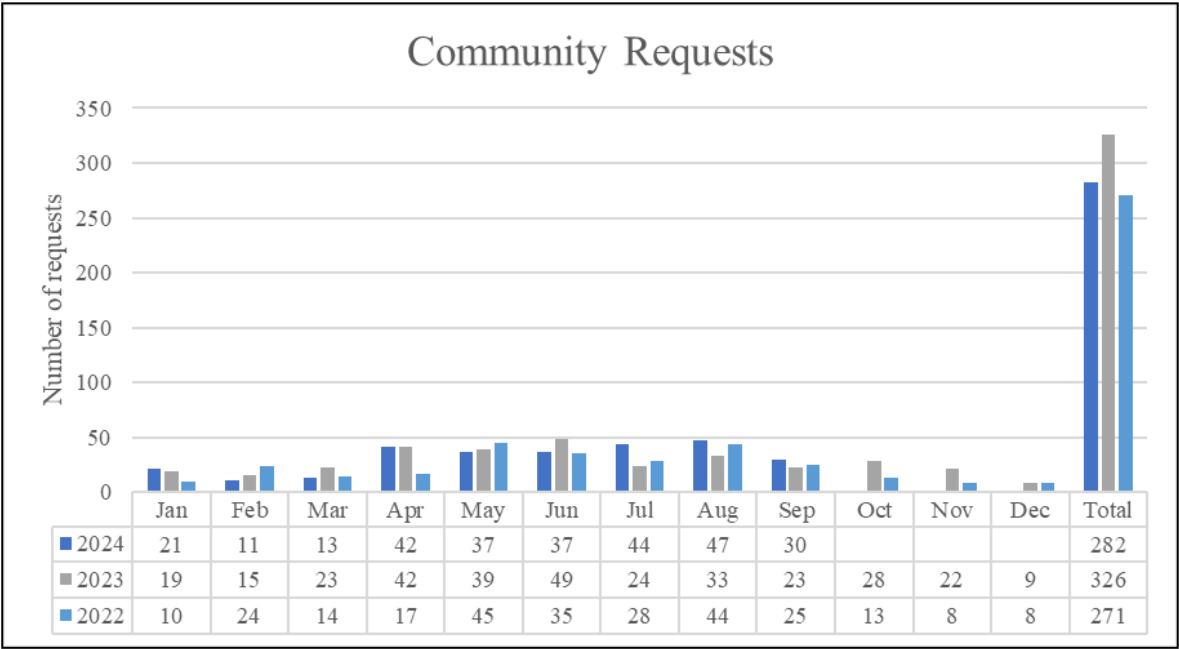


*2024 New Albany Chamber Community Update luncheon*

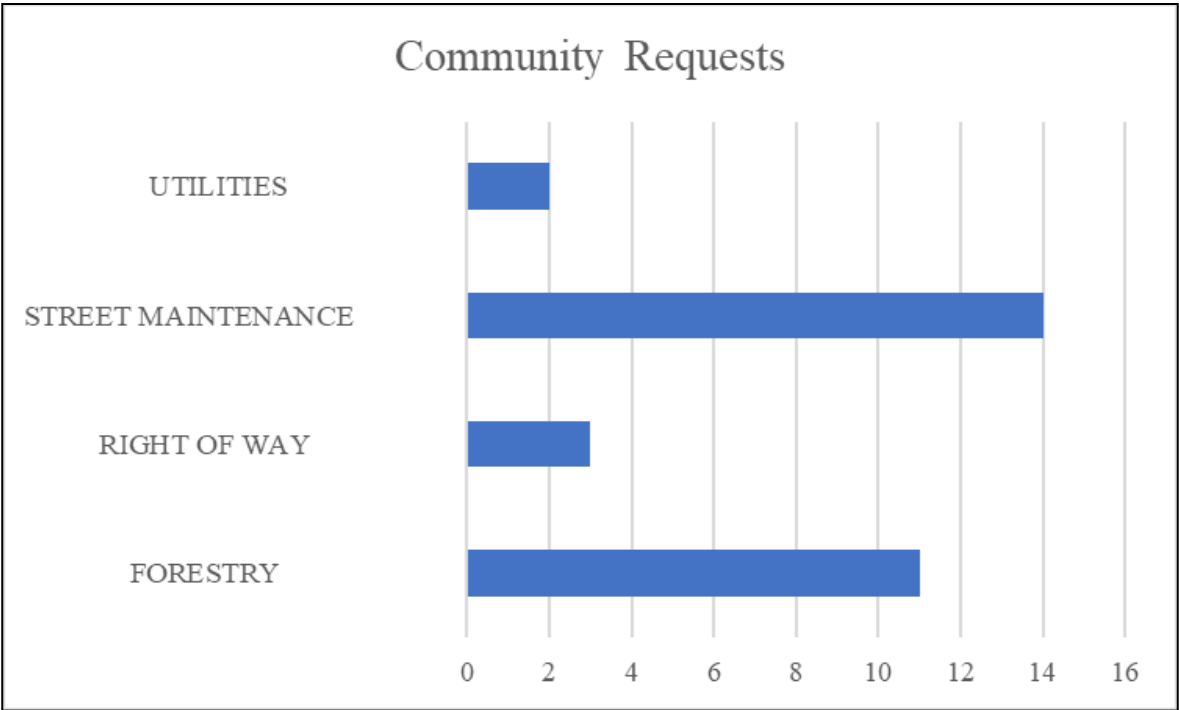


DEPARTMENT UPDATES  
September 2024

Community Requests



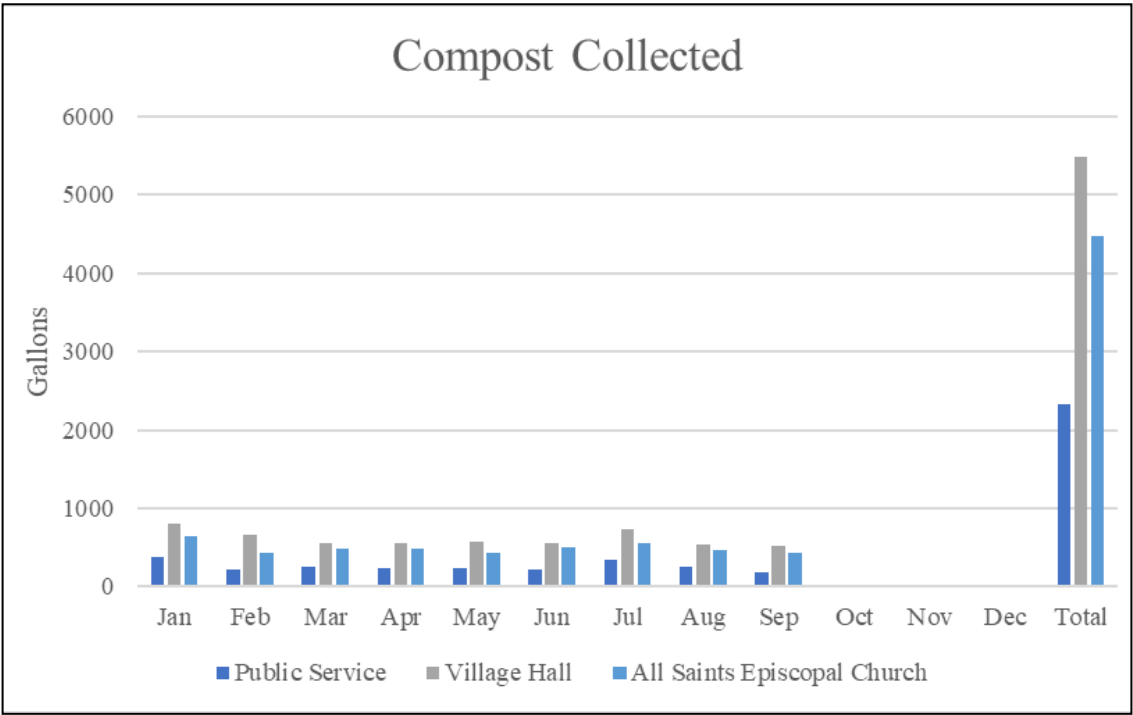
This graph represents the number of requests received from residents for public services.



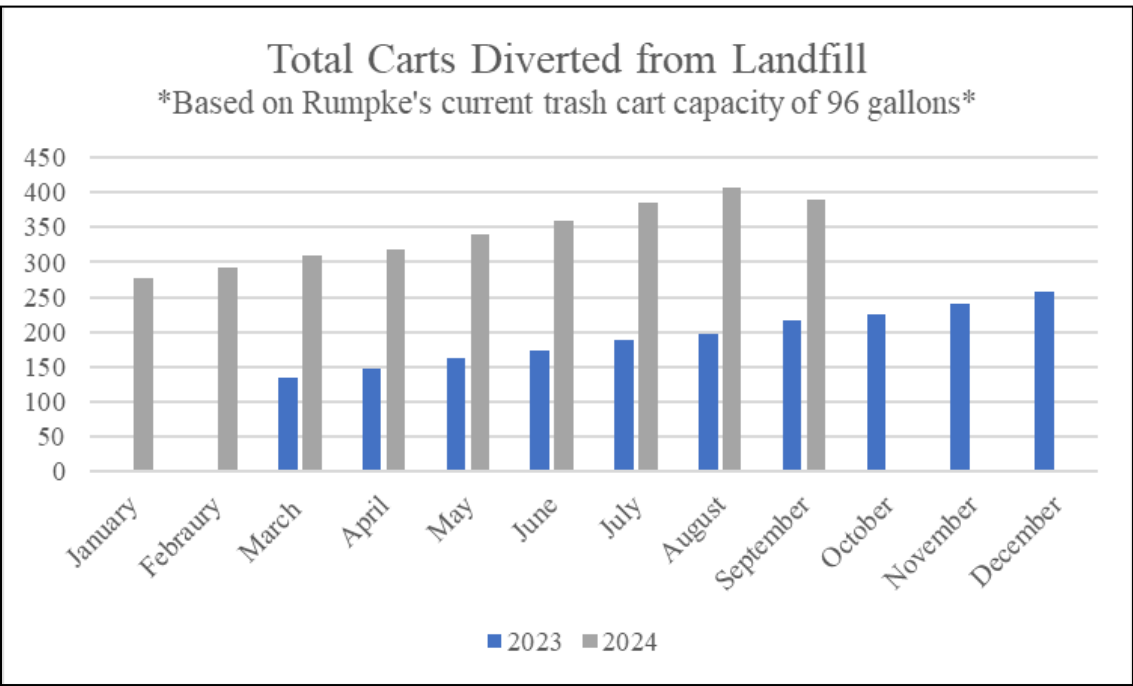
This graph represents the types of requests received from residents for public services.

DEPARTMENT UPDATES  
September 2024

Composting



This graph shows the volume of compostable waste collected at the three designated locations throughout the city.



This graph shows the total number year to date of Rumpke trash carts diverted from the landfill.

## CAPITAL PROJECTS

### September 2024

#### Overview:

The public service department actively maintains and improves city owned infrastructures. Capital projects are large scale projects that maintain or improve public assets. All capital projects are presented to City Council before starting a public bidding process and project construction.

#### SR 605 Drop Lane Improvement Project

##### Permitting Schedule:

- October 2023

##### Construction Budget: \$1.2M

- 2024 Capital Improvement Fund

##### Construction Schedule:

- Construction start date: June 2024
- Construction duration: 3 months

##### Project Description:

The project shall include adding a southbound right turn lane into the New Albany Schools property at Chatham Green. To accommodate this added lane, the pavement on the school property will be widened. The existing traffic signal and equipment will also be modified to accommodate road widening and introduce enhanced pedestrian safety.

##### Project Status:

The project is substantially complete and are waiting on the remaining electrical items to complete the intersection.



*SR-605 drop lane improvement project*

## CAPITAL PROJECTS

### September 2024

#### South Harlem Road Improvement Project

##### Permitting Schedule:

- 2022

##### Construction Budget: \$2.8M

- 2024 Capital Improvement Fund

##### Construction Schedule:

- Construction start date: July 2024
- Construction duration: 18 months

##### Project Description:

The project will include a minor widening of the roadway, the installation of a separated leisure trail along the east side of the road and substantial ditch and stormwater drainage improvements.

##### Project Status:

Approximately 75% of the project is now complete. The contractor is currently ahead of schedule tracking.



*Intermediate paving on Jason Ct.*



## CAPITAL PROJECTS

### September 2024

#### Market Street Extension

##### Permitting Schedule:

- 2020

##### Construction Budget: \$15M

- 2024 Capital Improvement Fund

##### Construction Schedule:

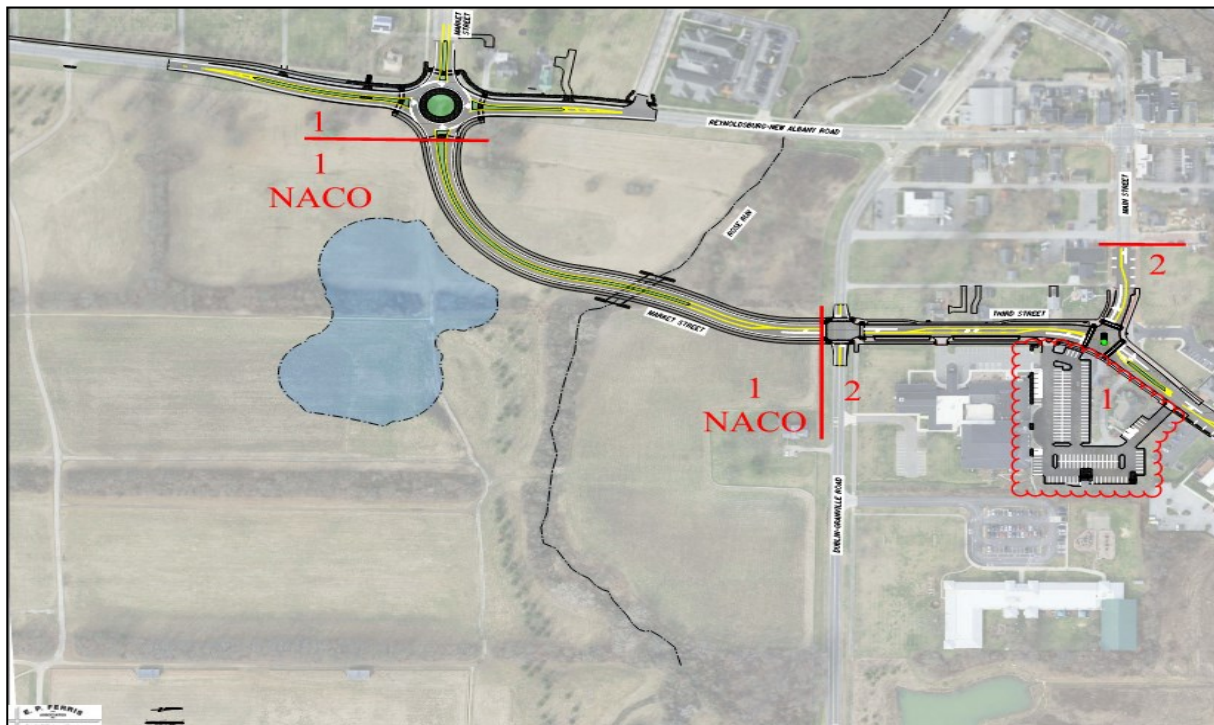
- Construction start date: October 2024
- Construction duration: 25 months

##### Project Description:

The 2020 strategic plan update identified the Market Street Extension project as a priority roadway improvement project. The improvement will reduce traffic congestion in the Village Center and provide a more direct route to and from the SR161/US62 interchange.

##### Project Status:

This project is in the beginning stages. A bid opening was held on September 6th at Village Hall. Parties are working to finalize the final award contractor for the project. NACO estate work will commence the week of October 14th.



*Market Street extension plans*

## STREETS DIVISION

### September 2024

#### Overview

The primary purpose of the city's street division is to actively maintain all city-owned infrastructure, roadside mowing, street sweeping, street light maintenance, signal maintenance and leaf collection in a manner consistent with the demonstrated quality and aesthetic of New Albany.

#### Patch Work along Harrison Rd.

The streets division performed a traffic signal inspection. The focus of the cabinet inspection is on the electronics. The crew ensured everything functioned correctly and that the wiring had no loose connections. This year, the streets crew added additional checklist items for a more thorough inspection of traffic signals and supporting equipment. The goal is to ensure the cabinet and conduits leading into the cabinet are weatherproof and to eliminate rodents and weather from getting into the cabinets.



*Left: Cabinet with batteries engaged  
Right: Ian Hurst is checking voltage on the UPS batteries, making sure they are within tolerance*



## SPECIAL PROJECTS DIVISION

### September 2024

#### Overview

The primary roles of the special projects division consist of monitoring the annual stormwater inspection program as required by Ohio EPA and providing direct support to all special events city-wide.

#### New Albany Walking Classic Event Set-up

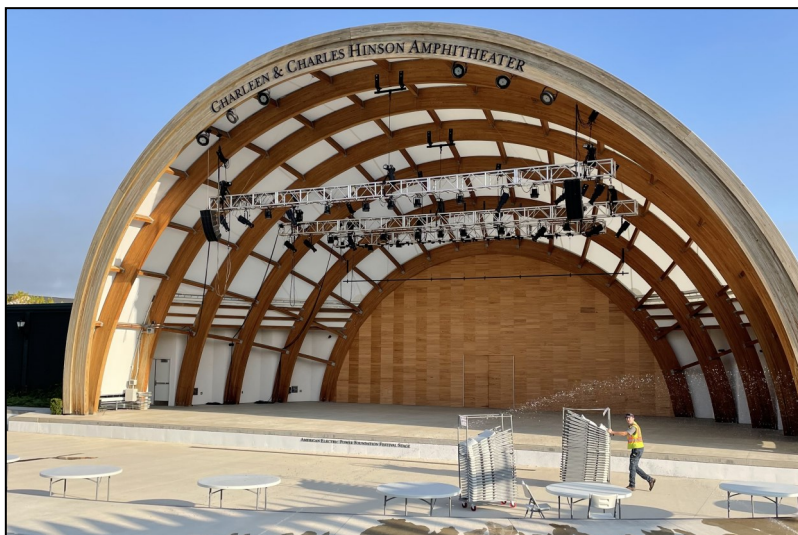
Special projects supervisor Steve Kidwell and service department crews provided road safety materials and helped to block roads for the Annual Walking Classic held September 15th, 2024.



*Barricades being placed along the Village Center*

#### Community Concert Set-up

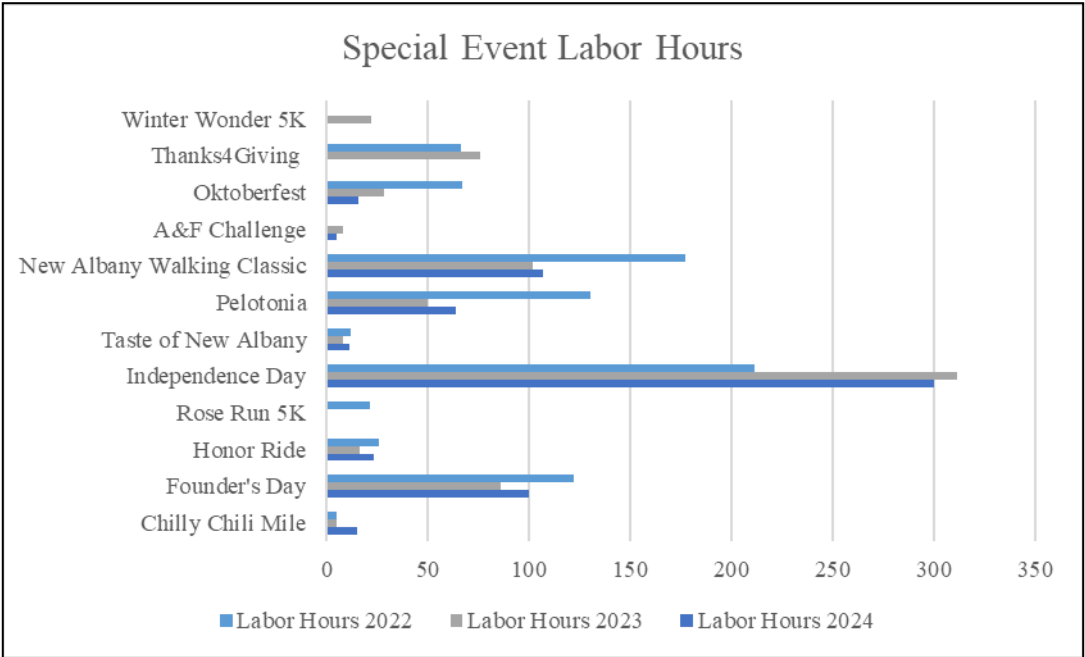
With the help of maintenance worker Tyler Myers, Steve Kidwell set up the community concert event at the Hinson Amphitheater on September 20th.



*Final summer concert being set-up*

SPECIAL PROJECTS DIVISION  
September 2024

Special Events Labor



This graph depicts the number of hours the public service department participates and assists with special events and projects throughout the year. In September, crew members helped with the New Albany Walking Classic, Oktoberfest and the A&F Challenge.



2024 New Albany Walking Classic



## FACILITIES DIVISION

### September 2024

#### Overview

The primary purpose of the city's facilities division is to actively maintain all city-owned buildings and utility structures in a manner consistent with the demonstrated quality and aesthetic of New Albany.

#### Gray Water Pumphouse Check Valve Repair

The check valve on the electric pump at the gray water pumphouse was malfunctioning. To isolate the problem, Tyler Myers had to access the top of the structure to turn off the valve so water couldn't backfeed from the pressurized line as it had been doing, causing the electric pump to run nonstop. The check valve was replaced and now works correctly.



*Tyler Myers at gray water pumphouse turning valve off*

## UTILITIES DIVISION

### September 2024

#### Overview

The primary purpose of the city's utilities division is to actively maintain all city-owned utilities in a consistent manner that demonstrates the quality and aesthetic of New Albany.

#### Walton Parkway Catch Basin Reconstruction

The utilities division reconstructed 10 catch basin structures, 4 of the 10 structures called for frame replacements in addition to reconstruction. The project began on September 18th and was completed on the 23rd.

Project tasks included the following:

- Maintenance of traffic
- Excavation
- Removal of debris
- Forming and pouring of concrete structure walls
- Quality control
- Restorations



*Maintenance workers, Tommy Diamond and Kerry Gastaldo, taking measurements before a form installation*



## UTILITIES DIVISION

### September 2024

#### Public Sanitary Improvement Pre-Acceptance CCTV Surveys

The utilities crew inspected 3,332 feet of public sanitary sewer lines and 19 manhole structures. During the work, utilities crew workers identified and removed 6 obstructions within the sanitary sewer lines.



*Tommy Diamond and Kerry Gastaldo conducted a pre-acceptance CCTV survey of the BTS sanitary sewer main lines*

#### Emergency Response — Smith's Mill Rd. Water Main Break

A water leak had surfaced due to a break in the 15" fire protection main that services the business campus. The utilities division was tasked with searching for signs of a leak due to a loss of pressure in the system. Christian Duane was able to spot the leak in front of 9850 Smith's Mill Rd. N. and reported it to his supervisor. A department-wide coordinated effort was put in place to notify nearby businesses and the fire department. The 15" pipe was repaired, tested and is now back in service. The utilities division witnessed the repair from start to finish.

## UTILITIES DIVISION September 2024

### Emergency Response — Smith's Mill Rd. Water Main Break continued...



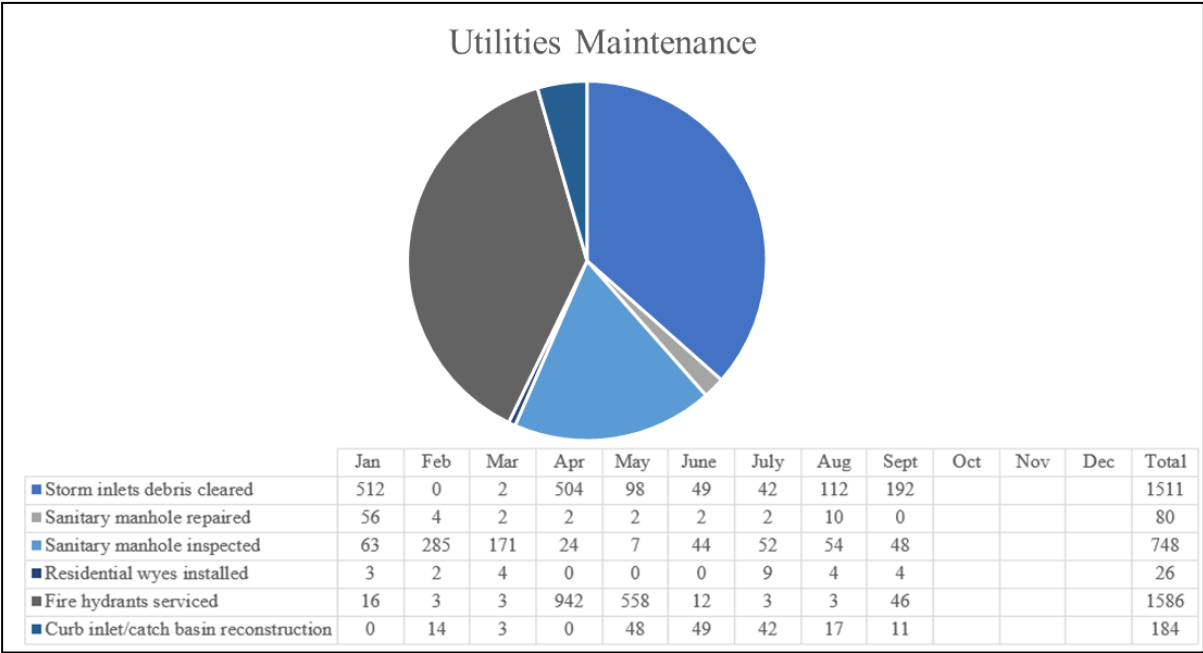
*Left: Complete General excavating down to the 15" pipe  
Right: Uncovering the broken pipe*



*Left: Pipe being removed  
Right: Post repair*

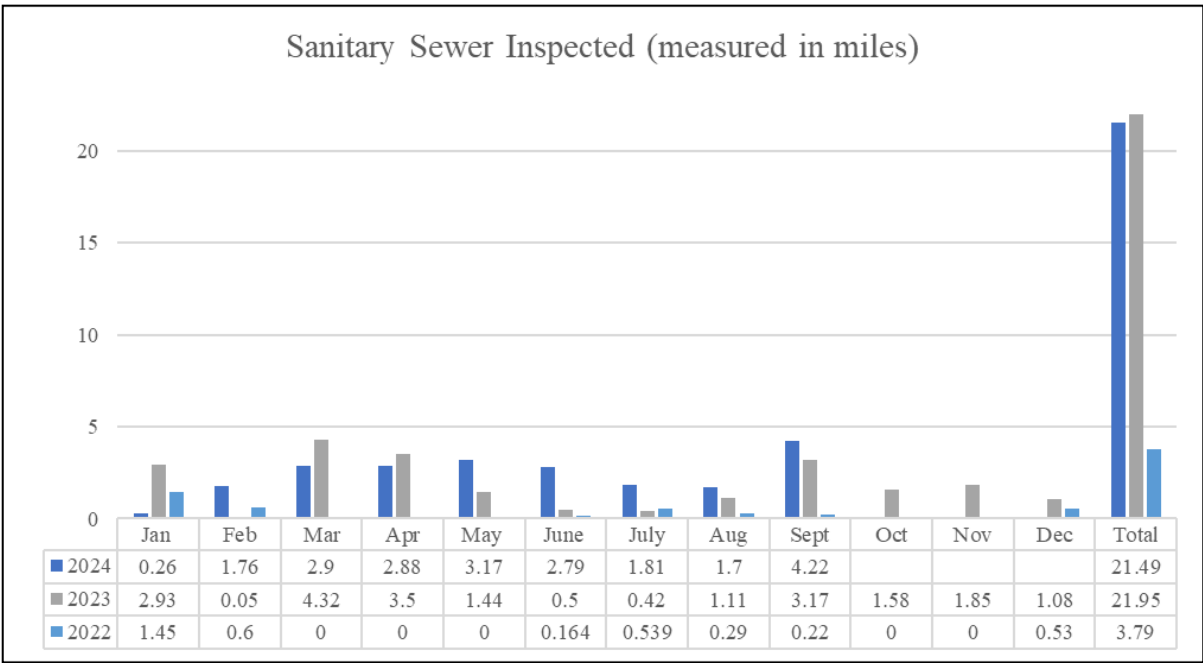
UTILITIES DIVISION  
September 2024

Year to Date Utility Maintenance



This graph shows the year to date utility maintenance for sanitary sewers, storm sewers, wye installation and fire hydrant maintenance.

Sanitary Sewer Distance Inspected



This graph shows the distance of sanitary sewers the utilities crew inspected year to date.



## PARKS AND OPEN SPACE DIVISION

### September 2024

#### Overview

The primary purpose of the city's parks and open space division is to actively maintain all city-owned parks, playgrounds and common areas in a manner consistent with the demonstrated quality and aesthetic of New Albany.

#### Pickleball Courts Resurfaced

The parks division prepped the pickleball court for resurfacing. Carl McNeal, Rick Goldhardt and John Burkart removed all pickleball equipment from the expert level courts for resurfacing and leveling work.



*Carl McNeal operating the forklift to move risers for resurfacing*

#### Fenway Park Bridge Repaired

There was noticeable wear on the pedestrian bridge at Fenway Park. The parks crew replaced deck boards to make it safer. After the deck boards were replaced, the crew power washed the wood and then painted and stained the wood to match the existing bridge parts.



*Left: Ian Hurst replacing wood pieces  
Right: Bridge completed*

## RIGHT OF WAY DIVISION

### September 2024

#### Overview

Right of way refers to a portion of city-owned land, varying from a roadway, tree lawns, sidewalks, bike lanes, street trees and street lights. Right of way also functions as a public and private utility corridor. Public storm sewers, sanitary sewers, waterlines and fiber optic lines are located within the right of way. Private utility providers are also permitted to locate within the right of way. The most common private utilities in the right of way are electric, natural gas, telephone, cable and fiber optic.

#### Contractor Management — Repaving

Shelly & Sands completed the majority of the asphalt work for the 2024 Street Program. The 62/Greensward/Lambton roundabout was milled/overlayed. It was a more challenging spot because of the MOT and coordination that was needed for the location. There was communication and coordination with the HOA, Country Club, the Nazarene Church, the apartments at Main and Market, etc. to make sure residents were notified and aware of the work.



*Top and Bottom: Greensward/Lambton/62 roundabout completed*



## RIGHT OF WAY DIVISION September 2024

### Contractor Management — ADA Ramps

Shelly & Sands started repairing curbs and pouring new ADA ramps throughout the city and will continue to do so into October.



*New ADA crosswalk ramps*

### Contractor Management — Sidewalk Panel Replacements

B&C's sub-contractor started to remove and replace sidewalk panels that could not be leveled. They are slated to do the Waterson, Tidewater, Keswick and Sauton areas.



*Sidewalk panel removed and prepped for new cement to be poured*



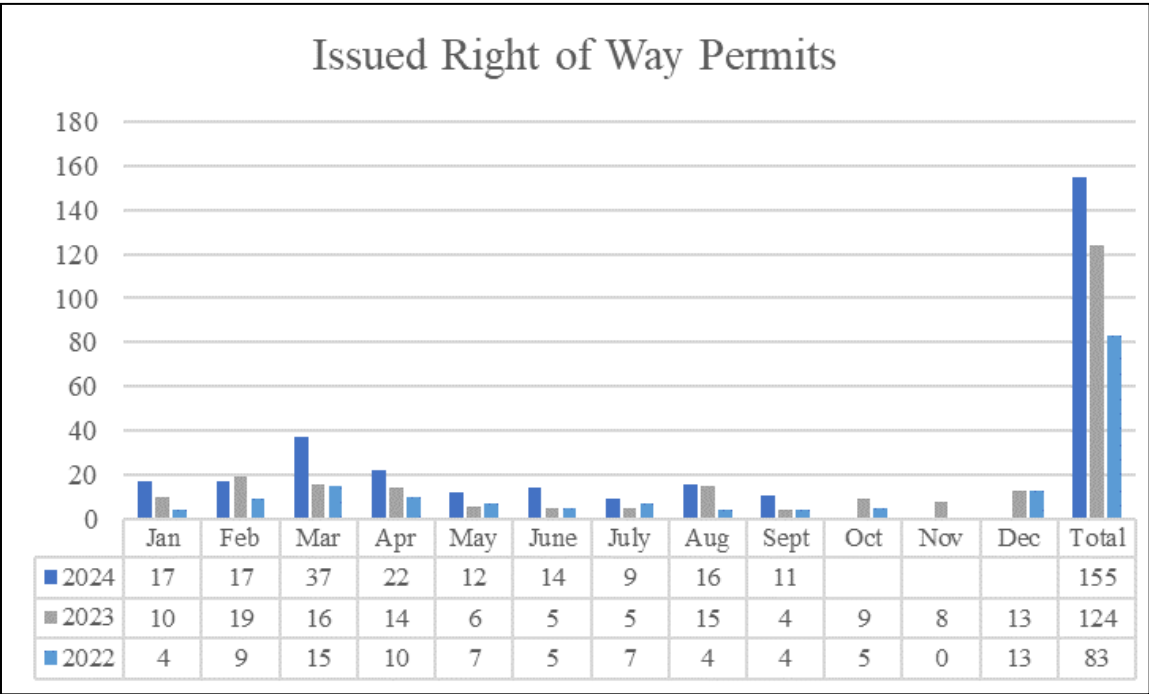
RIGHT OF WAY DIVISION  
September 2024

With the active influx of right of way permits, the ROW team is constantly monitoring the contractors in the field. The team ensures contractors run in the permitted path, potholing crucial city utilities, restoring areas the contractors have disturbed, etc. The right of way division currently has 13 permits the team is actively overseeing. Here is the current list:

Active Permits

- Summit IG 131.1-23 (605/NA Rd E/CC)
  - Summit IG 141.1-23 (Beech Rd)
  - AT&T 27.1-24 (Hampsted/Brooksvew)
  - AT&T 149.0-24 (Worthington and Ganton)
  - AEP 115.0-24 (605 from CC to NA Rd E)
  - AEP 148.0-24 (Kitzmiller)
- Spectrum (Innovation Campus Way West)
  - Verizon 29.1-24 & 60.0-24 (605 by Hawksmoor)
  - Columbia Gas 99.0-24 (Nottingham Trace)
  - Columbia Gas 117.0-24 (Nottingham Trace)
  - CFN 153.0-24 (Beech Rd)
  - Gas Tap Permits (All over the city)
  - Minor Maintenance (All over the city)

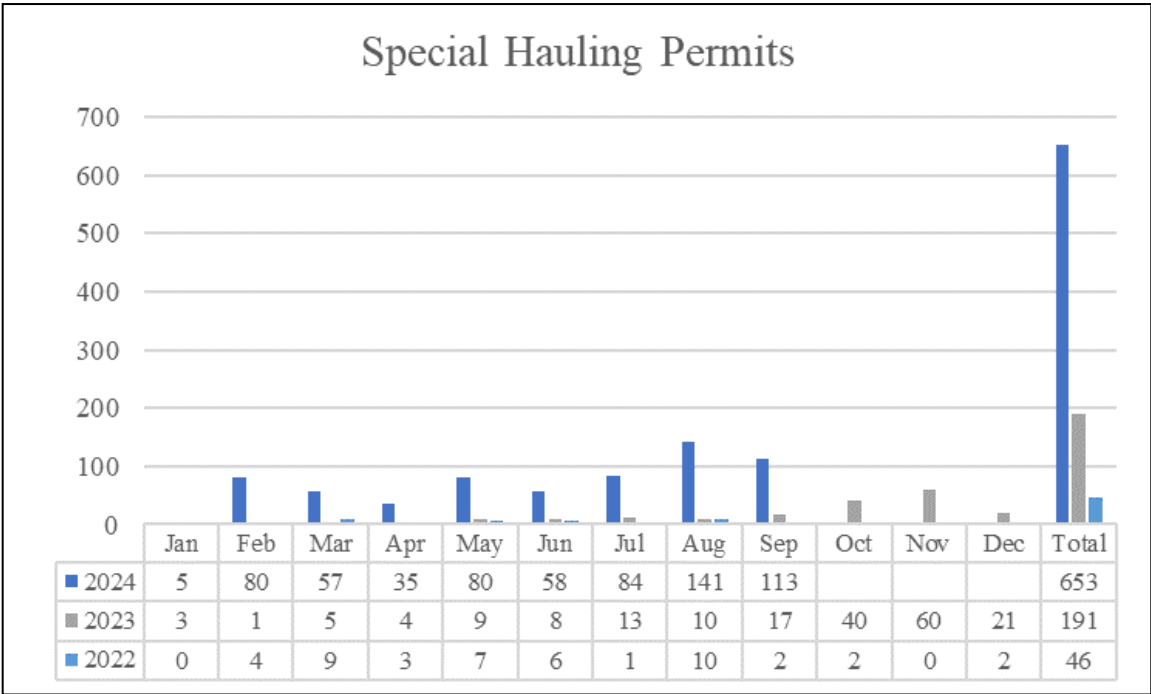
Right of Way Permits



This graph shows the number of right of way permits issued each month by the city for utilities planned to be installed within the public right of way.

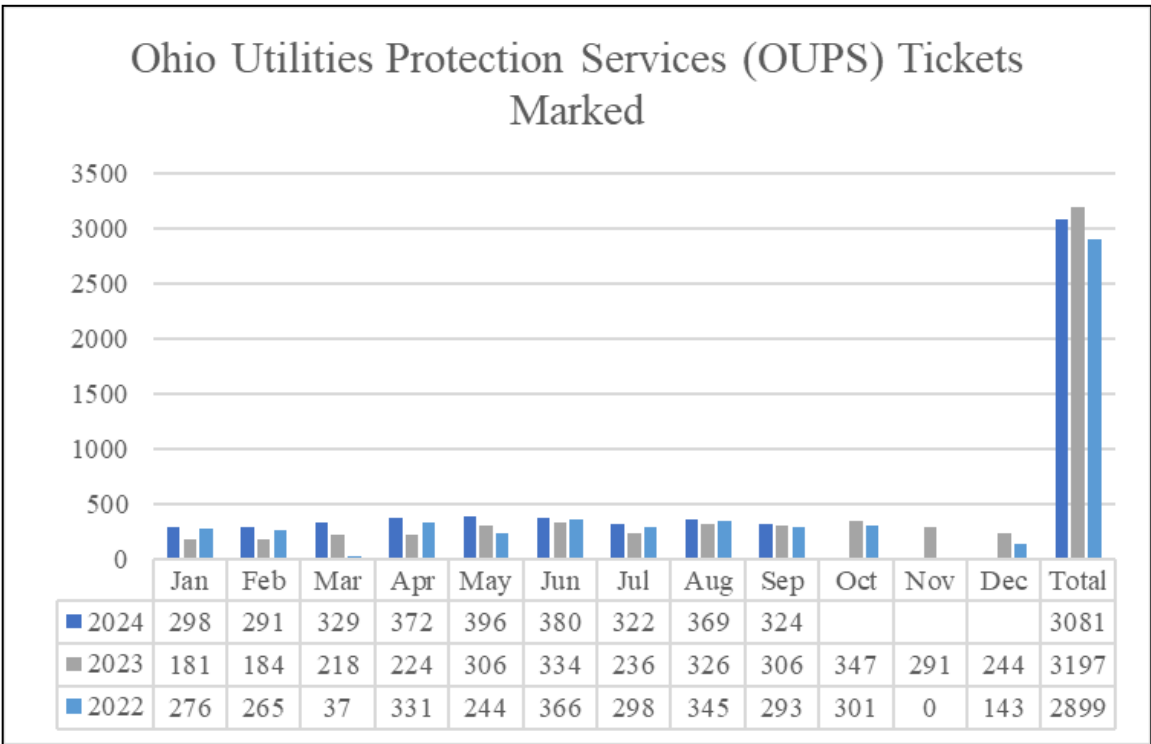
RIGHT OF WAY DIVISION  
September 2024

Special Hauling Permits



This graph shows the special hauling permits are facilitated and issued for the operation of vehicles exceeding the maximum roadway weight, width, height and/or length and are considered ‘oversized’.

Utility Locating (OUPS)



This graph shows the number of utility protection service (OUPS) markings are ticketed each month.

## FORESTRY DIVISION

### September 2024

#### Overview

The forestry division manages the health and safety of New Albany's trees through tasks such as pruning and removal. Work is planned seasonally according to the biological needs of different tree species. The forestry division is also responsible for the safe operation of chainsaws, commercial wood chippers, the city's bucket truck along with establishing and maintaining traffic control as needed.

#### Pruning

The forestry team pruned trees to clear overgrowth along Cunningham Dr. Pruning and removals took place at Planter's Grove and Ratchford Fenway Park. This work will continue into October due to the storms and windy weather causing many dead limbs and trees to fall.

#### Removals

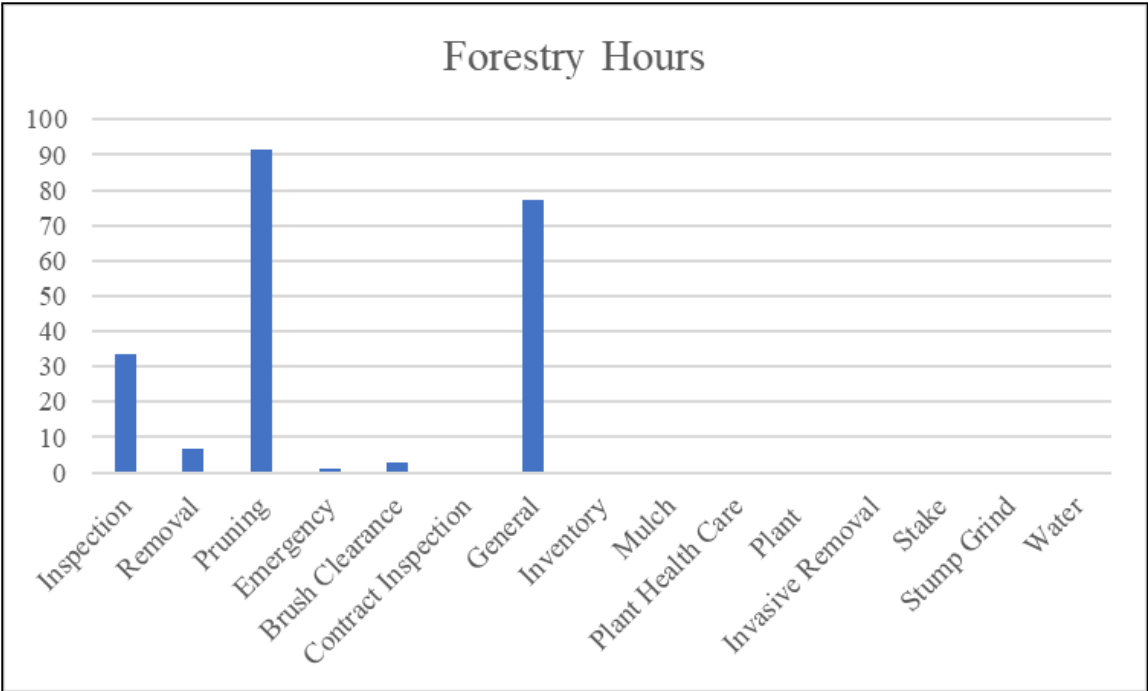
Forestry specialists Otavio Bressan and Gabriel Hilts trimmed trees and removed deadwood in several locations. The forestry specialists have been extremely busy pruning areas throughout the city due to severe weather events.



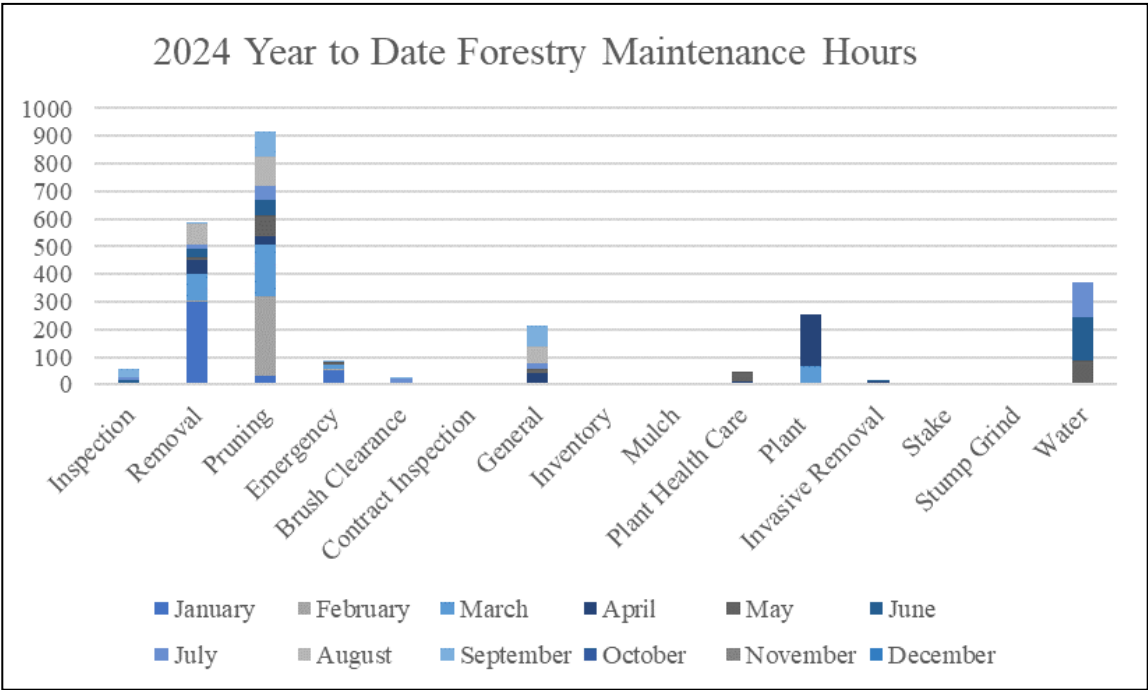
*Otavio Bressan pulling down deadwood in Taylor Farm Park*

FORESTRY DIVISION  
September 2024

Forestry Hours



This graph shows the number of hours forestry spent on each respective category.



This graph shows the number of hours year to date during each month the forestry division spent on each respective category.

## FLEET DIVISION

### September 2024

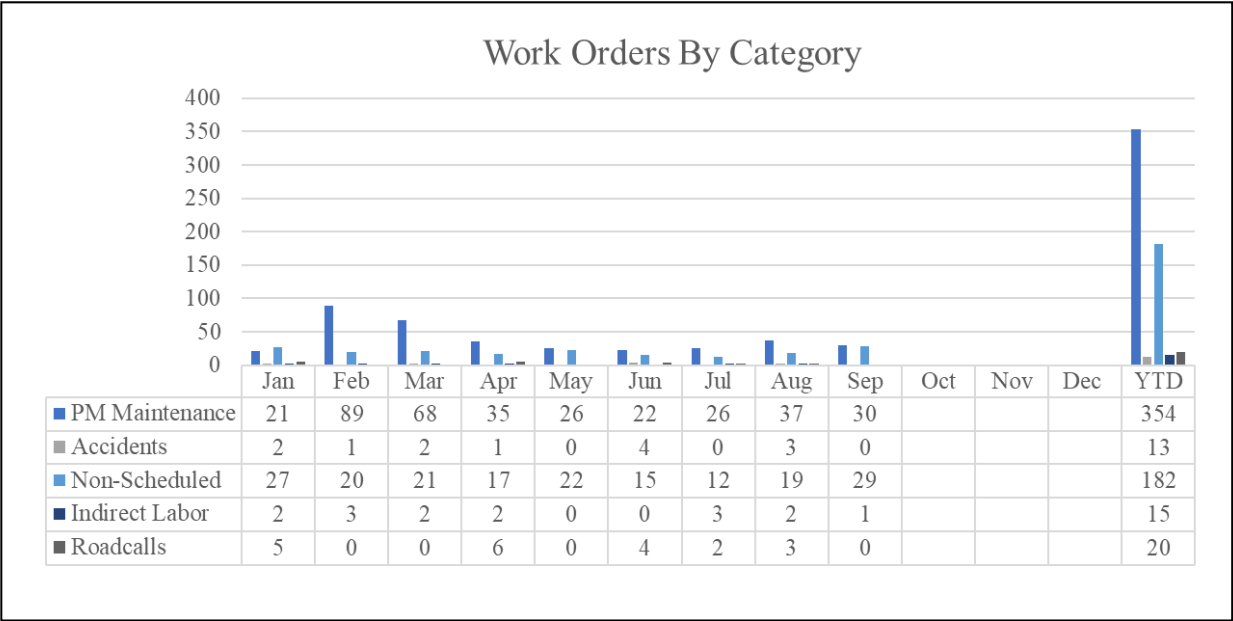
#### Overview

The primary purpose of the city’s fleet division is to actively maintain all city-owned vehicles and equipment in a manner consistent with the demonstrated quality and aesthetic of New Albany.

#### Fleet Maintenance

The fleet crew completed thirty preventive maintenance services and resolved thirty additional repairs. The fleet crew deployed one of the leaf machines, with the second scheduled to begin operation in early October. The preparation for winter continues, and the service of lawn equipment used in summer operations commenced.

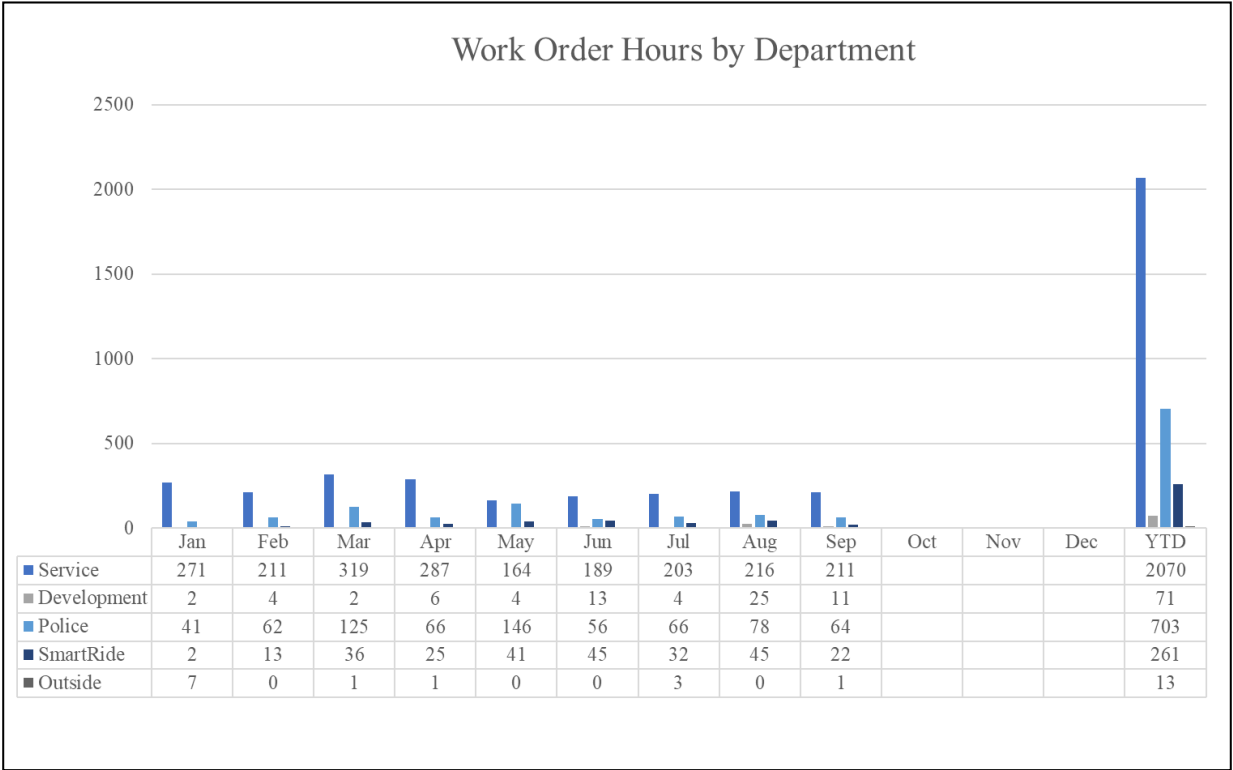
#### Fleet Work Orders



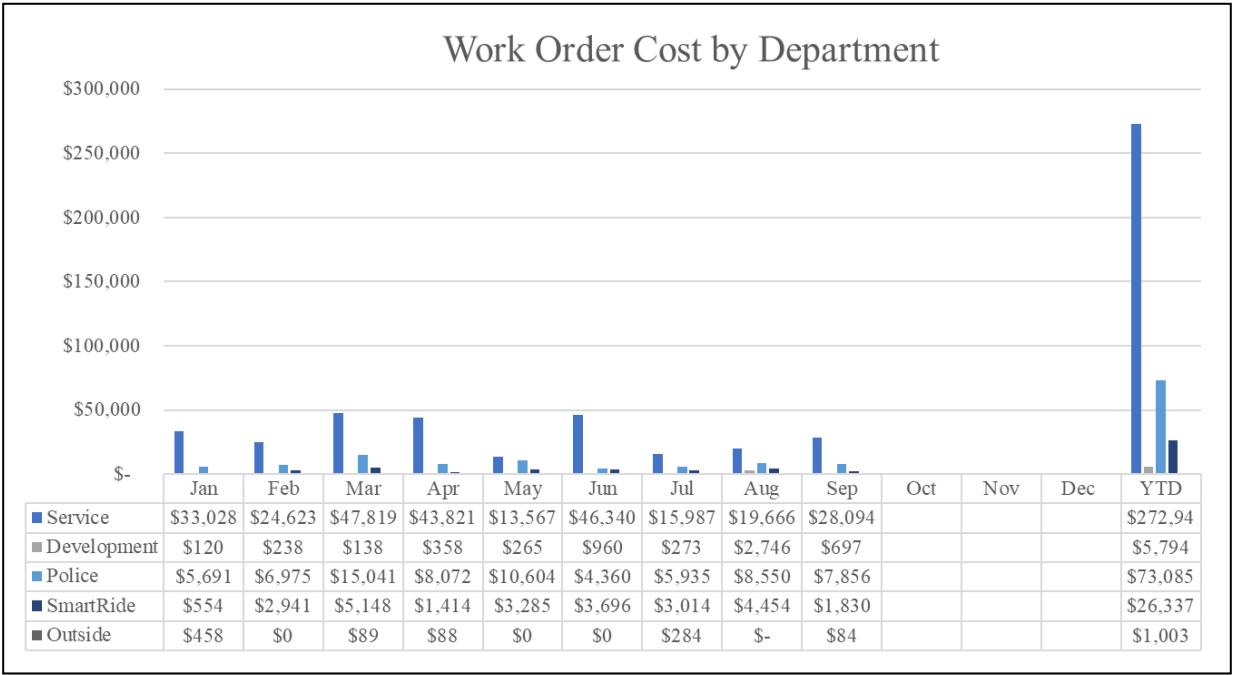
This graph shows the work orders year to date broken down by each category.

FLEET DIVISION  
September 2024

Fleet Work Orders continued...



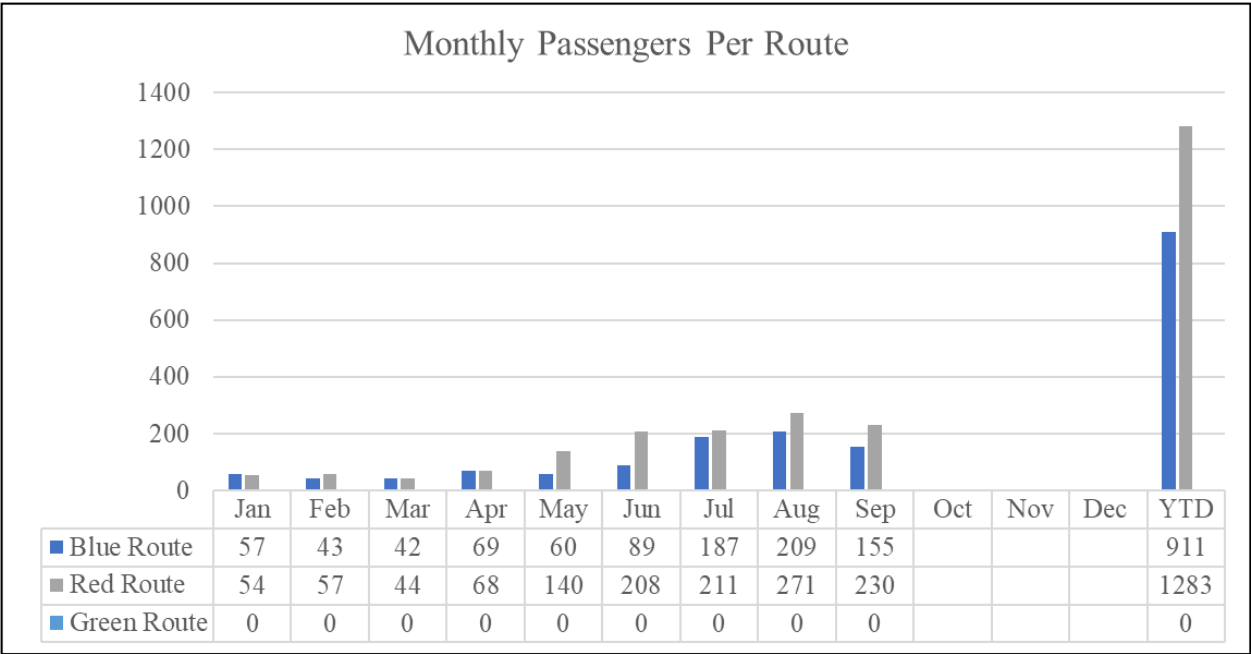
This graph shows year to date breakdown of work order hours by department.



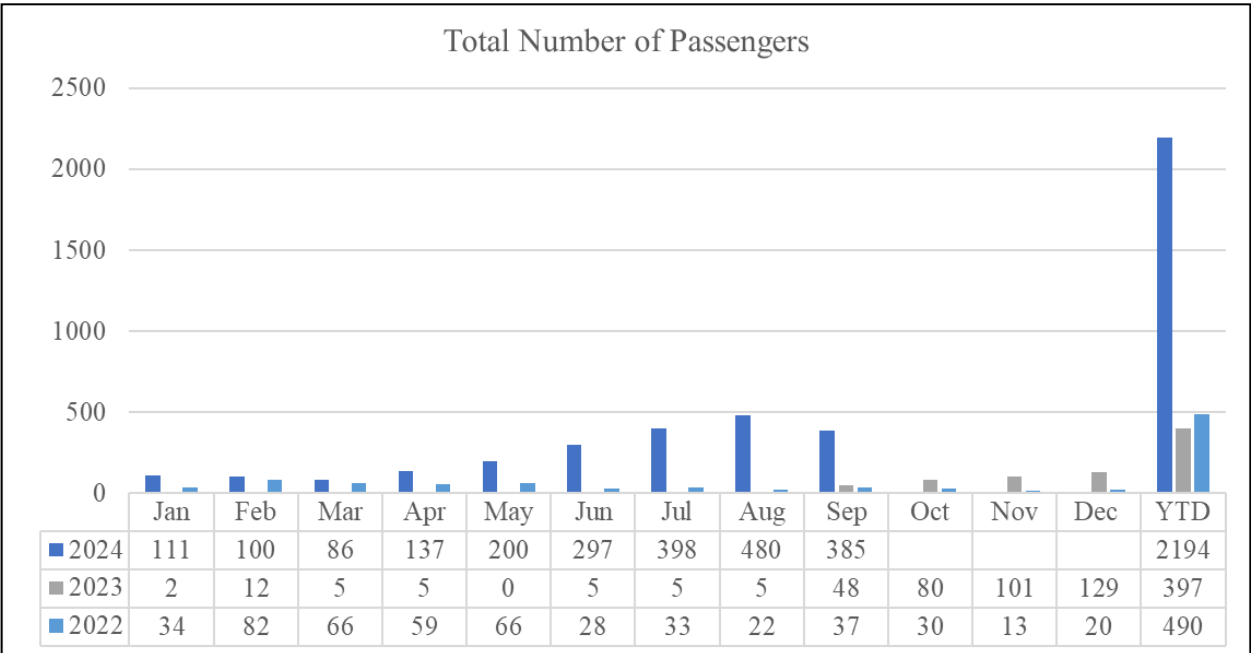
This graph shows the year to date breakdown of work order costs by department in public service.

FLEET DIVISION  
September 2024

New Albany SmartRide



This graph shows the number of monthly passengers on the blue, red and green SmartRide routes.



This graph shows the total number of SmartRide passengers broken down by each month.