

Village of Schaumburg

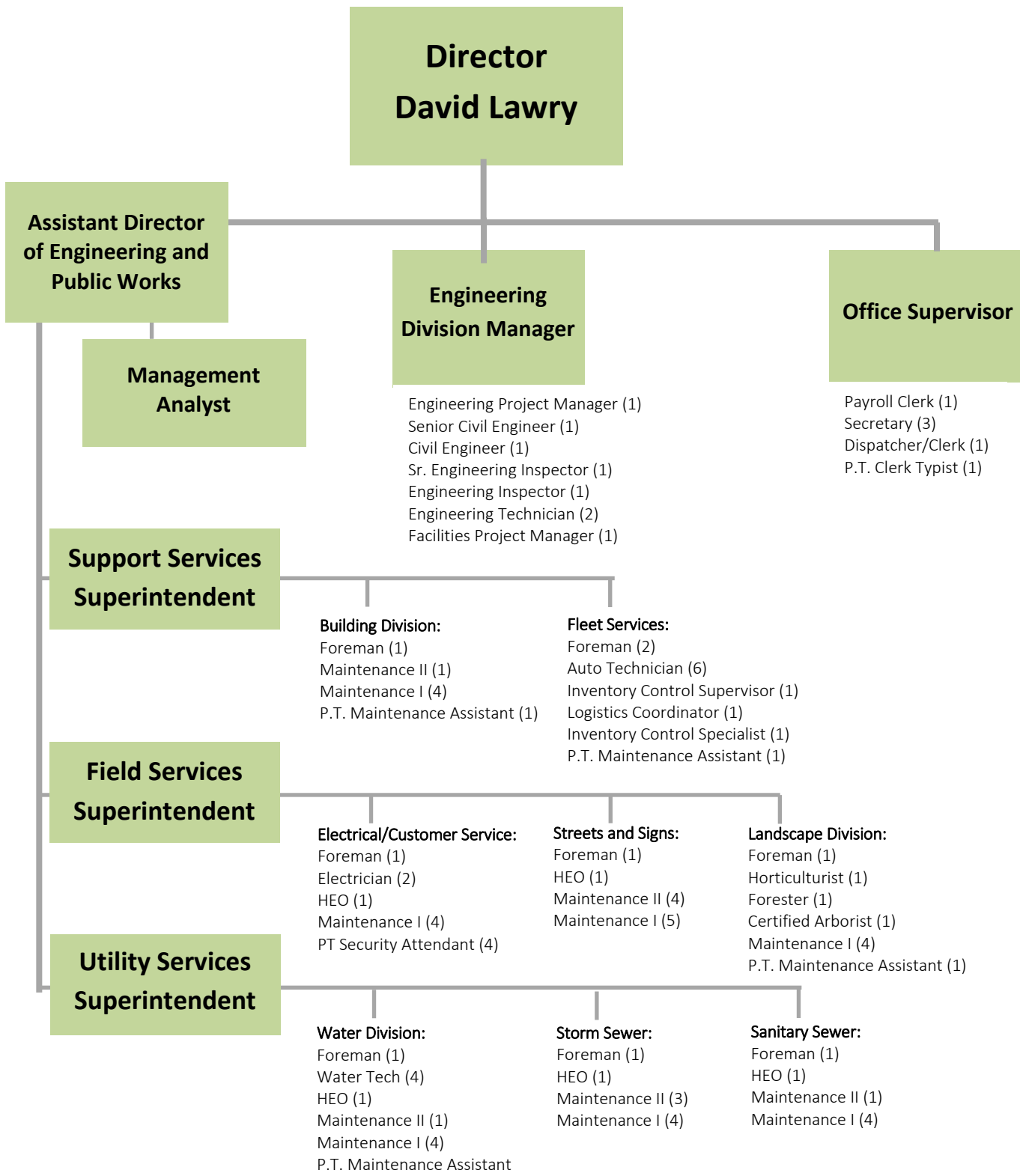
Engineering &
Public Works
Department
Monthly Report

May 2018

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ORGANIZATION CHART



DEPARTMENT OVERVIEW

The Department of Engineering & Public Works was created by the Village of Schaumburg in 1974 and is administered by the Director of Engineering & Public Works who is appointed by the Village Manager. It is the responsibility of the department to successfully manage the village-owned infrastructure systems, village-owned facilities, and equipment.

The department's mission and primary function is to provide high quality, cost-effective service to both our internal and external customers. In order to meet this goal, operating function responsibilities of the department are assigned to three groups. Each group is under the direction of a superintendent whose responsibilities include quality inspection, workload scheduling, contract management, and PR/customer service. Each group superintendent is responsible for coordinating the personnel and equipment resources of their respective divisions, with each division under the direction of a supervisor who is responsible for the day-to day operations of the division. Additionally, public improvements are addressed by the Engineering Division.

Field Services: *Landscape Division* (provides services to maintain the village's urban forest, shrubbery, and beautification); *Streets & Signs Division* (provides street and sign maintenance for village roadways); *Electrical/Customer Service Division* (provides street light and traffic signal maintenance, plus extended hours of customer service from 7:00 a.m.-11:00 p.m.).

Utility Services: *Storm Sewer Division* (provides services to ensure proper storm water drainage throughout the village); *Sanitary Sewer Division* (provides service to sanitary sewers and lift stations); *Water Division* (provides services to ensure continuous distribution of safe drinking water throughout the village).

Support Services: *Building Maintenance Division* (provides repair and maintenance services to all village owned buildings); *Fleet Services Division* (provides repair and maintenance services to village-owned vehicles and equipment).

Engineering Division: Under the direction of the Engineering Division Manager, this division is responsible for planning and directing the implementation of public improvement projects.

KEY ACTIVITIES

We held our annual Open House, where each division had the opportunity to meet our residents, answer questions, and demonstrate each division’s work for our community. This fourth EPW Open House event was an even bigger and better success, with a grand total of 538 attendees. New this year was the Load the Loader where attendees could donate canned and boxed items for the Township Food Pantry.

2015 – 350 Attendees

2016 – 446 Attendees

2017 – 373 Attendees

2018 – 538 Attendees

Emerald Ash Borer (EAB) Program

Removals:

Ash trees are in the process of being inspected and assessed for removal. Currently there are 25 ash trees marked for removal.

Reforestation:

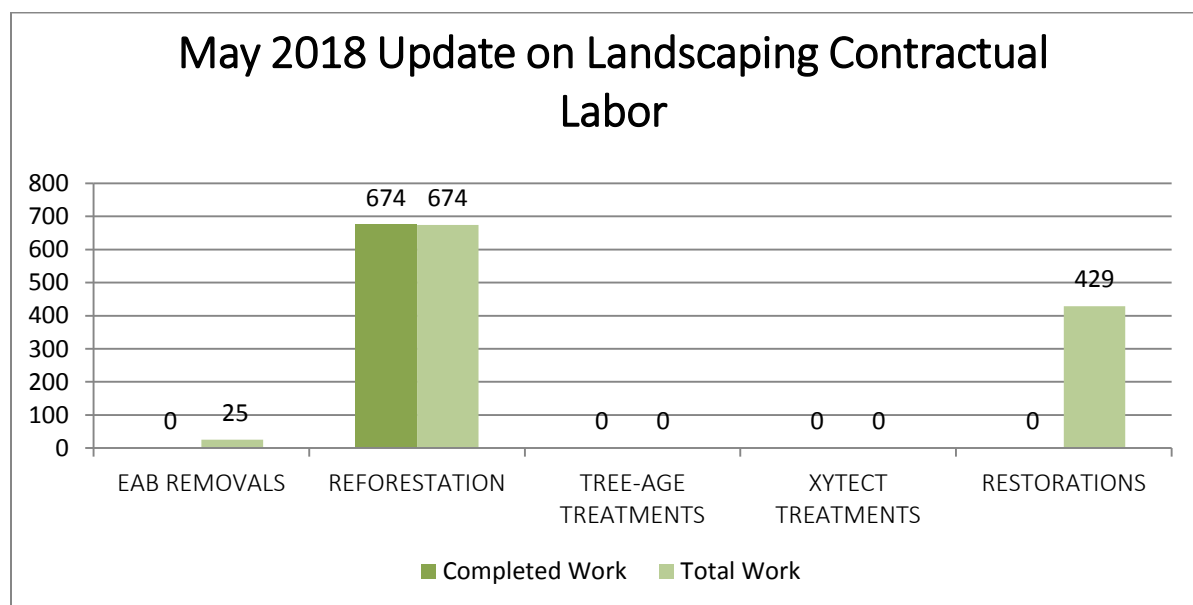
Currently, 674 trees have been planted this spring. Preparation for the fall planting season will begin soon.

Treatments:

No treatments were scheduled. The village is currently reviewing the EAB management strategy and treatment contract.

Restorations:

The village’s contractor is currently working on the 429 scheduled restorations.



Landscape Division

- Began the semiannual brush pick up program, picking up 370 piles of brush.
- Started the mulch delivery program, where we delivered 188 loads of mulch to residents.
- Began distribution of gator bags to residents for the newly planted trees and passed out 900 bags.

Streets & Signs Division

- Repaired 481 potholes.
- Maintained 80 signs.
- Completed 25 Customer Service Requests.
- Completed 50 square yards of street restoration.
- Manufactured 10 signs.
- Added 107 signs to the GPS inventory list.
- Created 269 specialty signs.
- Manufactured ten and installed four vehicle markings.
- Installed 126 No Parking signs throughout the Timbercrest-Woods subdivision for its annual garage sale.
- Continued a review of the 2017/2018 snow and ice season, both contractual and in-house operations. This review includes an annual report and recommendations to improve the overall snow operation.
- Provided 5 hours to complete electrical maintenance and repairs, 25 hours to flooding hotspot and storm sewer grate cleaning, 16 hours to water main repairs.

Electrical/Customer Service Division

- Completed 46 water turn-ons due to delinquent billing.
- Picked up and disposed of 25 deceased animals.
- Completed Group 2 Opticom – folding stop sign inspections.
- Completed 1,000 area checks for light outages.
- Banners: Changed 94, repaired nine, and installed 16.
- Repaired two trip hazards.
- Completed six checks on swans at the Atcher Municipal Center.
- Inspected poles that Meade Electric and Electrical Condit installed for Verizon Cell Site project.
- Repaired two fixtures at the Fire Memorial.
- Completed four E-locates.
- Changed three locations in town from 150 HPS to 111w LED and 50w LED fixtures.
- Inspected banners after five heavy windstorms.
- Repaired 11 streetlight outages.
- Cold patched 27 trip hazards from sidewalk program.
- Visited 12 pole locations with concerns relating to JCI LED conversion.
- Visited a location relating to complaints about Phase 2 LED conversion.
- Repaired street light cable hit on Plum Grove Road.
- Performed re-inspection of the Roselle Road Tollway Project street lighting system.
- Assisted at ten sanitary sewer backups. Conducted seven after-hour sanitary sewer inspections.
- Performed security check of 121 Long Avenue.
- Grinded 12 sidewalks.

- Performed re-inspection of street lighting system at Meacham Road Tollway Project.
- Made repairs to four approach lights at airport's east end.
- Conducted area checks at airport, ballpark and commuter lot.
- Assisted Sanitary Division with rodding sewer line/TV.
- Assisted with repairs to Well 22.
- Inspection of Mobility sites.
- Installed pole numbers on cell site locations.
- Worked on Al Larson Prairie Center for the Arts stage lighting, also installed sign.
- Assisted with water shut down at Waldon Apartments.
- Final inspection on a new water valve.
- Installed new light for flag pole.
- Repaired spot lights on Well 20.
- Traffic control for ballpark.
- Inspection of lighting on arterial streets.
- Repaired street light at Knollwood and Warwick Drives.
- Installed new LED wall pack at Fire Station 54.
- Review of Standard Operating Procedures and Accreditation Material.
- Farmers Market cleanup.
- Began painting bollard signs at the Atcher Municipal Center.

Storm Sewer Division

- Completed 118 inlet and 26 grate cleanings.
- Cleaned one catch basin and completed 12 manhole/catch basin repairs.
- Completed ten inlet repairs.
- Repaired ten feet of mainline.
- Cleaned 2,700 feet of storm sewer mainline.
- Completed 750 feet of creek cleaning.
- Completed 63 Customer Service Requests.
- May 2018: Completed 1,239 requests for J.U.L.I.E. locates.
- May 2017: Completed 2,087 requests for J.U.L.I.E. locates.
- Performed 708 hot spot inspections.
- Completed 20 illicit discharge inspections.
- Installed 200 square feet of erosion control.
- Participated in two Touch a Truck events.

Water Division

- Repaired one water main.
- Repaired ten water main valves.
- Repaired 37 Buffalo boxes.
- Repaired 12 fire hydrants and replaced two fire hydrants.
- Fire Hydrant Flushing: 580 flushed, about 13% completed. Replaced ten fire hydrant signs.

- Took 101 water distribution samples as part of our required monthly samples. All samples passed and met IEPA requirements.
- Took three well samples and delivered to the lab.
- Routine water quality parameter samples were taken at the designated sites.
- Replaced six commercial meter transmitting units.
- Replaced two residential water meters.
- Repaired 34 residential water meters.
- Processed 239 Customer Service Requests.
- Performance Contract Improvements continue with expectation to go on full auto controls in June.
- Stations 12 and 19 Pump and Motor 3 repairs are completed.
- Station 20 motor was removed for repairs, expected to be returned in July.
- Performed 145 water billing turn-offs and turn-ons.
- Processed 213 water billing service calls.
- Began Reaccreditation process.

Reduced Pressure Zone (RPZ) inspections continue. As of the end of September 2012, there have been a total of 2,086 commercial records in the database and 79 total records for residential properties. Physical inspections on properties continue. Each month the database continues to grow, adding devices that were either not tracked or that the village was unaware of. Below is how they continue to grow every month.

Commercial Devices:

April 2018: 3,368
 May 2018: 3,396

Residential Devices:

April 2018: 485
 May 2018: 492

Sanitary Sewer Division

- Received and closed 82 Customer Service Requests.
- Reviewed use of a smaller sewer camera to enable Division to get into smaller main lines as well as sanitary sewer main lines that are lined.

Status of Current Construction Projects

[List of explanation of the Village's current construction projects.](#)

Sanitary Sewer Cleaning and Inspection Statistics

May 2018:

- 8,285 linear feet of sanitary sewer main lines were televised.
- 6,336 linear feet of sanitary main lines were jetted.
- 1,101 linear feet of root cutting occurred.
- 2,184 linear feet of sanitary service lines were televised.
- 658 linear feet of sanitary service lines were cleaned.

May 2017:

- 6,399 linear feet of sanitary sewer main lines were televised.
- 8,746 linear feet of sanitary main lines were jetted.
- 1,026 linear feet of root cutting occurred.
- 1,821 linear feet of sanitary service lines were televised.
- 1,611 linear feet of sanitary service lines were cleaned.

ENGINEERING & PUBIC WORKS KEY PERFORMANCE INDICATORS:

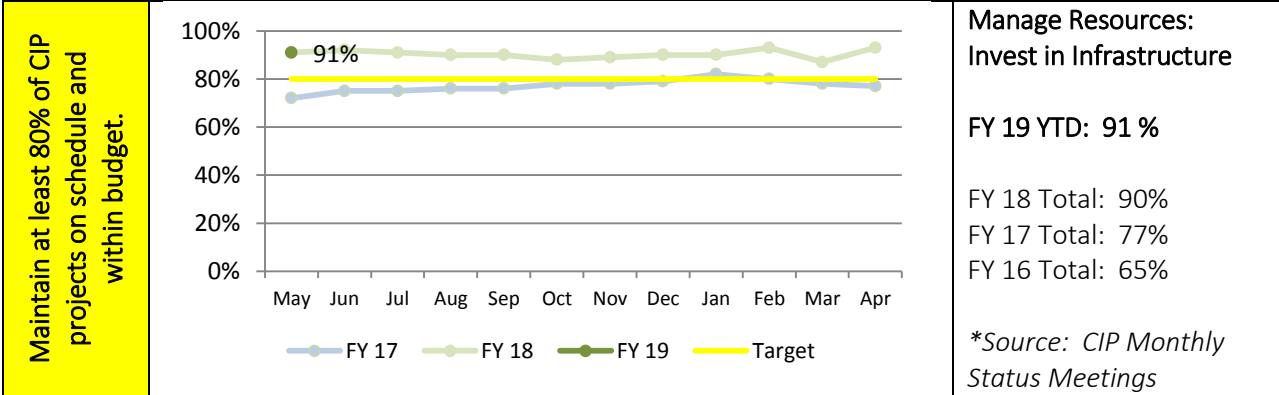
KPI 1: Provide an effective and efficient response to snow events

The Engineering and Public Works Department has a policy which outlines its Snow and Ice procedures (Policy Statement 7.16- Snow and Ice Control Policy). In this policy, the department allocates 12 hours to clear all primary routes such as Knollwood, Walnut, and Bode; and 18 hours to cut the center line on all secondary routes, clear courts, and cul-de-sacs. With this KPI, the department aims to identify process improvements regarding these events and reduce the average number of hours it takes to clear all Village roadways. The department is setting its new benchmark at 10 hours to clear all primary routes and 12 hours to cut the center line on all secondary routes, clear courts, and cul-de-sacs.

<p>Clear all primary routes within an average of less than 10 hours.</p>	<table border="1"> <caption>Primary Routes Snow Clearing Hours</caption> <thead> <tr> <th>Month</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Oct</td> <td>0</td> <td>0</td> <td>0</td> <td>10</td> </tr> <tr> <td>Nov</td> <td>0</td> <td>0</td> <td>0</td> <td>10</td> </tr> <tr> <td>Dec</td> <td>6</td> <td>8</td> <td>8</td> <td>10</td> </tr> <tr> <td>Jan</td> <td>8</td> <td>7</td> <td>7</td> <td>10</td> </tr> <tr> <td>Feb</td> <td>0</td> <td>8</td> <td>8</td> <td>10</td> </tr> <tr> <td>Mar</td> <td>9</td> <td>9</td> <td>9</td> <td>10</td> </tr> <tr> <td>Apr</td> <td>0</td> <td>0</td> <td>0</td> <td>10</td> </tr> </tbody> </table>	Month	FY 17	FY 18	FY 19	Target	Oct	0	0	0	10	Nov	0	0	0	10	Dec	6	8	8	10	Jan	8	7	7	10	Feb	0	8	8	10	Mar	9	9	9	10	Apr	0	0	0	10	<p>Run the Business: Optimize Business Processes</p> <p>FY 19 YTD: Not applicable</p> <p>FY 18 Total: 7.5 Hours FY 17 Total: 7 Hours</p> <p><i>*Source: PubWorks</i></p>
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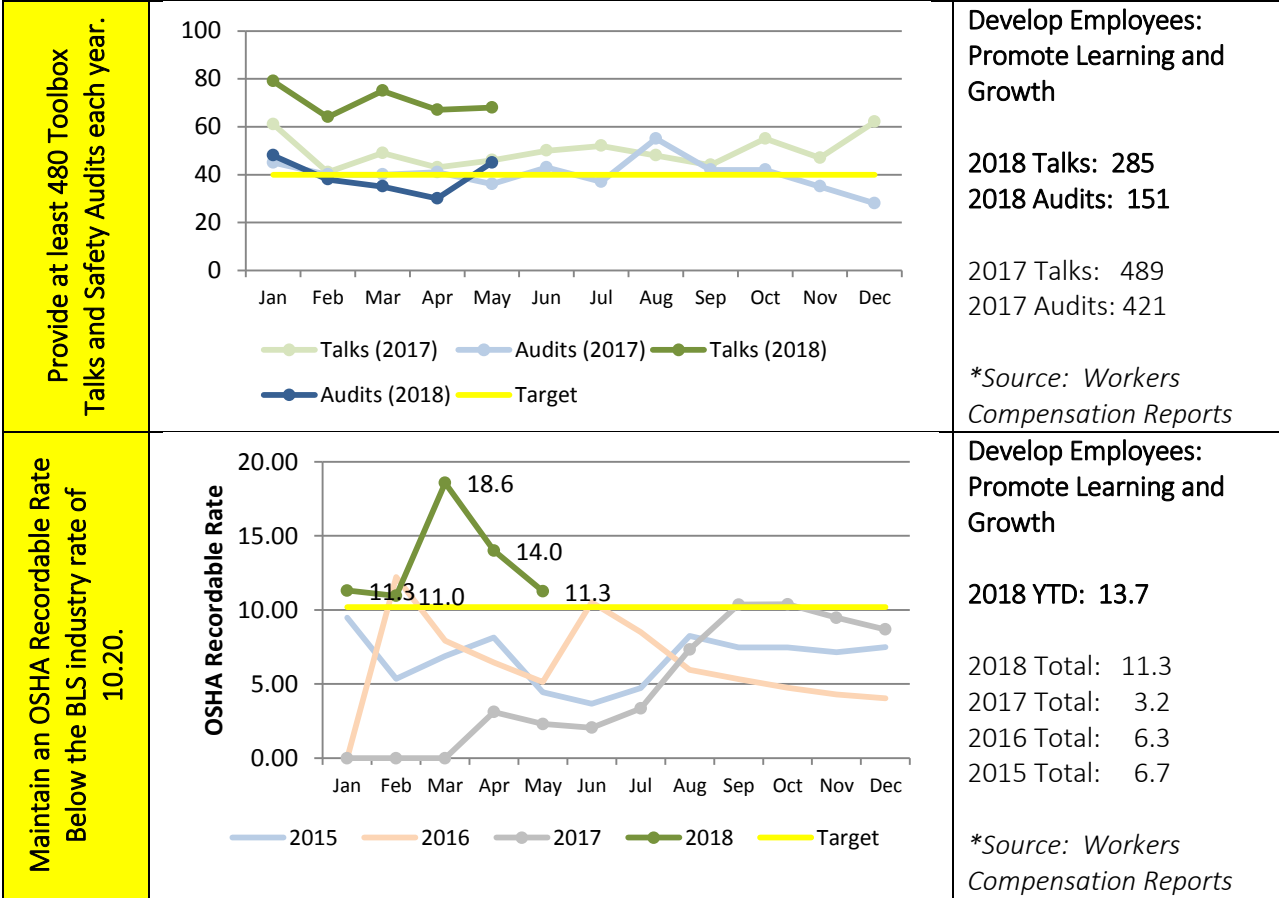
KPI 2: Ensure that CIP projects continue to come in on schedule and within budget.

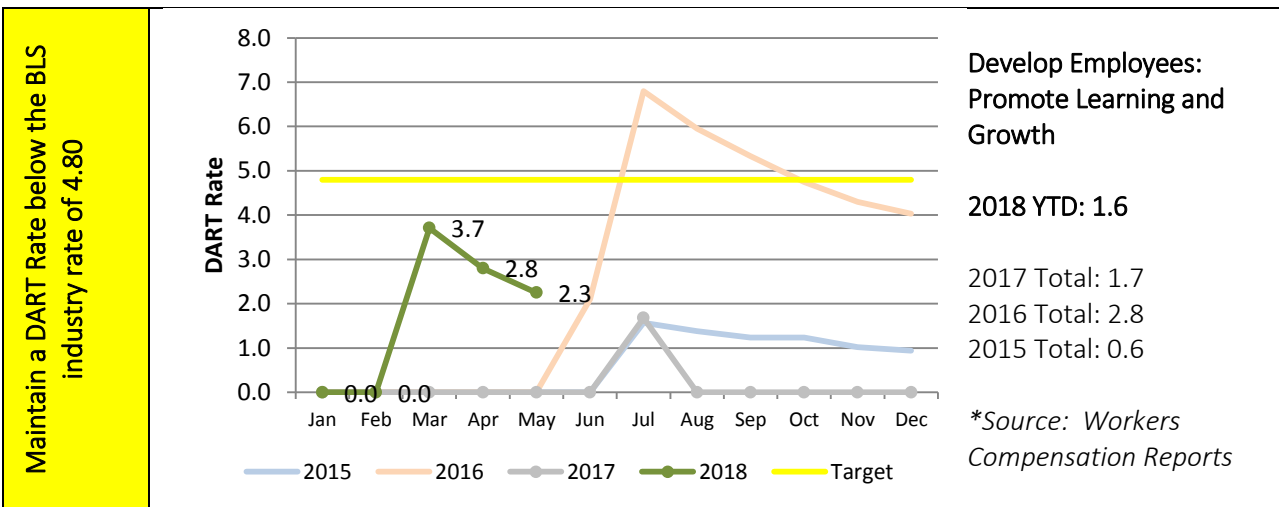
The department currently holds monthly CIP Meetings where projections, timelines, milestones, and schedules are discussed and updated. With this KPI, the department aims to establish a better tracking system for CIP projects to ensure they meet both time and budget commitments. Due to a number of factors that affect these projects including but not limited to weather, grant funding, agency coordination, and construction costs, the Engineering and Public Works Department is establishing a benchmark of 70% of projects completed both on time and within budget.



KPI 3: Provide an effective risk management program that ensures the safety of employees.

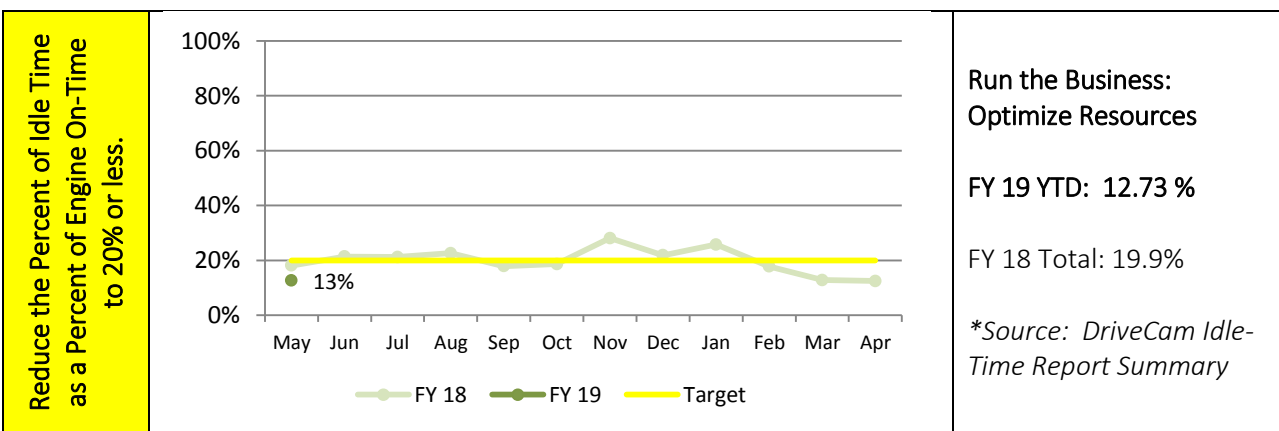
In an effort to drive compliance and increase safe work environments, the Engineering and Public Works Department contracts with an on-site safety consultant who administers the safety program for EPW labor staff. This consultant oversees and monitors all safety procedures, accidents, and required safety training. With this KPI, the department will be analyzing the success of its consultant and safety program by measuring leading indicators – (number of toolbox talks and safety audits completed) and lagging indicators – (the OSHA Recordable Rate and DART Rate). This KPI will be measured on a calendar year basis to allow for comparison with the BLS Industry data.





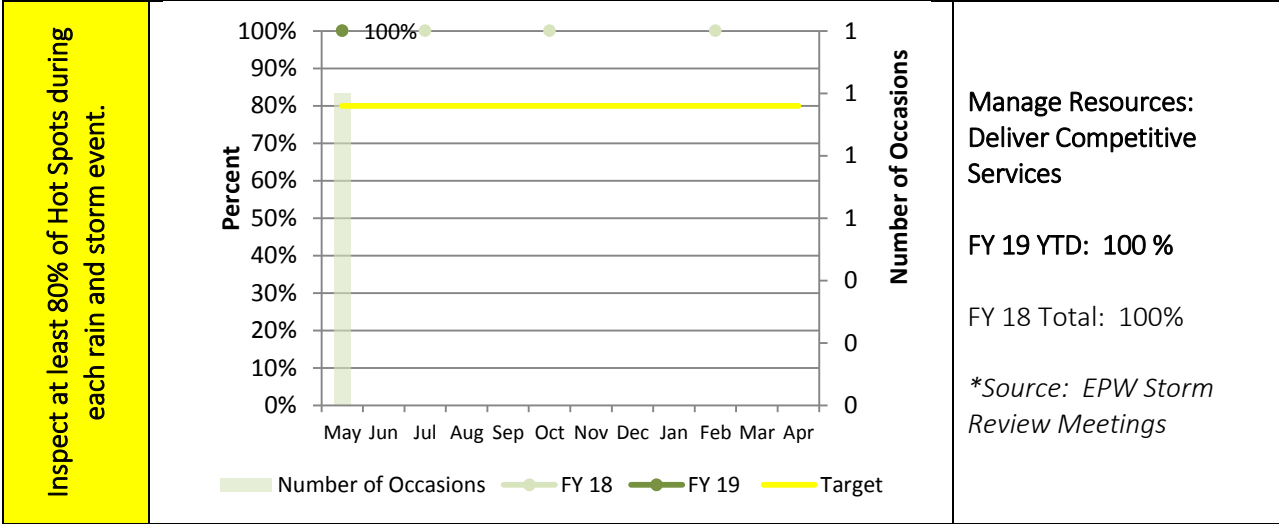
KPI 4: Reduce the Average Idle Time EPW vehicles

The proper management of vehicle idle time as a key performance indicator is recommended. Properly managing idle time is essential for optimal use and longevity of maintenance vehicles. Many vehicles and/or situations require proper warm-up, adequate power of attached machinery, or protection from weather elements. However, the department is managing toward the optimal amount of vehicle idle time to provide these benefits while reducing fuel consumption and unnecessary vehicle wear. The measurement of this KPI is the amount of violation idle time (> 5 min) as a percentage of engine on-time. The benchmark is the rolling average of the last two years and is represented by a goal of 21%.



KPI 5: Provide an efficient response to storm events.

The safety and well-being of our storm sewer system and village is of utmost importance. Thus, a KPI to measure the department’s effectiveness in identifying, categorizing, planning and executing proper patrol and risk elimination of storm and flooding hotspots is recommended. Effective categorization will lead to improved use of resources during a flood patrol by focusing on the most important, critical, and risky spots. The measurement of this KPI is the successful completion of inspection and the execution of identified actions related to critical hotspots. A list of critical hotspots will be determined prior to the start the measurement of this KPI. This list of hotspots will be specifically inspected and recorded each time a rain forecast of 1 inch+ is present.



KPI 6: Provide an effective and efficient response to customer service requests.
 Engineering & Public Works receives roughly 60% of all village CSRs on an annual basis. These requests cover all divisions within EPW and range from daily or immediate tasks to long-term requests. Timely and effective responses to these CSRs are necessary to maintain and improve productivity for village employees and provide acceptable responses to our customers.

