

Village of Schaumburg

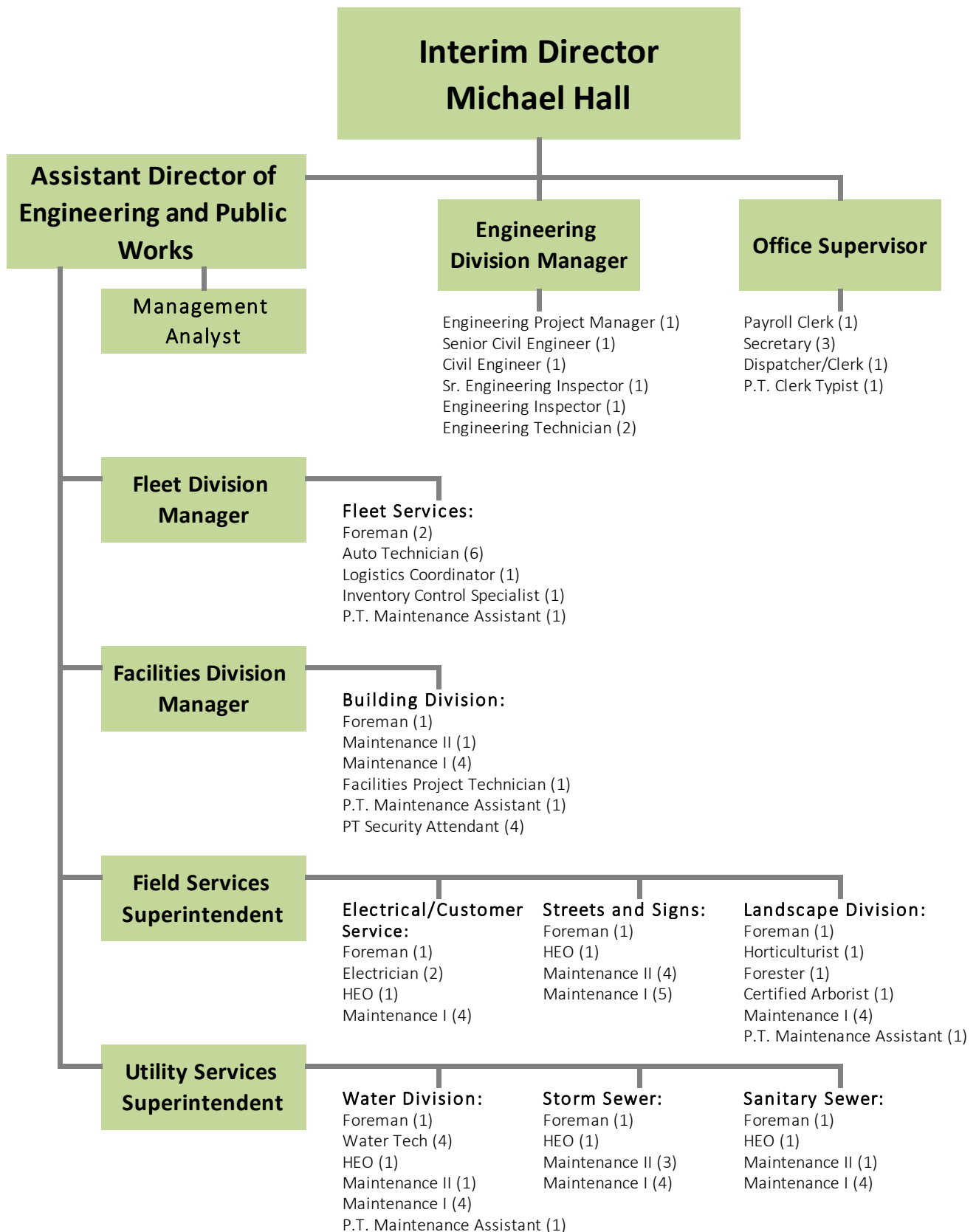
Engineering &
Public Works
Department
Monthly Report

February 2019

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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.

Facilities Division: Under the direction of the Facilities Division Manager, this division manages the implementation of a variety of capital and operational projects related to village facilities. Building Maintenance Division (provides repair and maintenance services to all village owned buildings);

Fleet Division: Under the direction of the Fleet Division Manager, this division ensures that operating departments receive vehicular, equipment and material support essential for the performance of responsibilities. Fleet Maintenance Division (provides repair and maintenance services to all village owned vehicles);

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).

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

Emerald Ash Borer (EAB) Program

Removals:

Ash tree removal inspections will begin in May.

Reforestation:

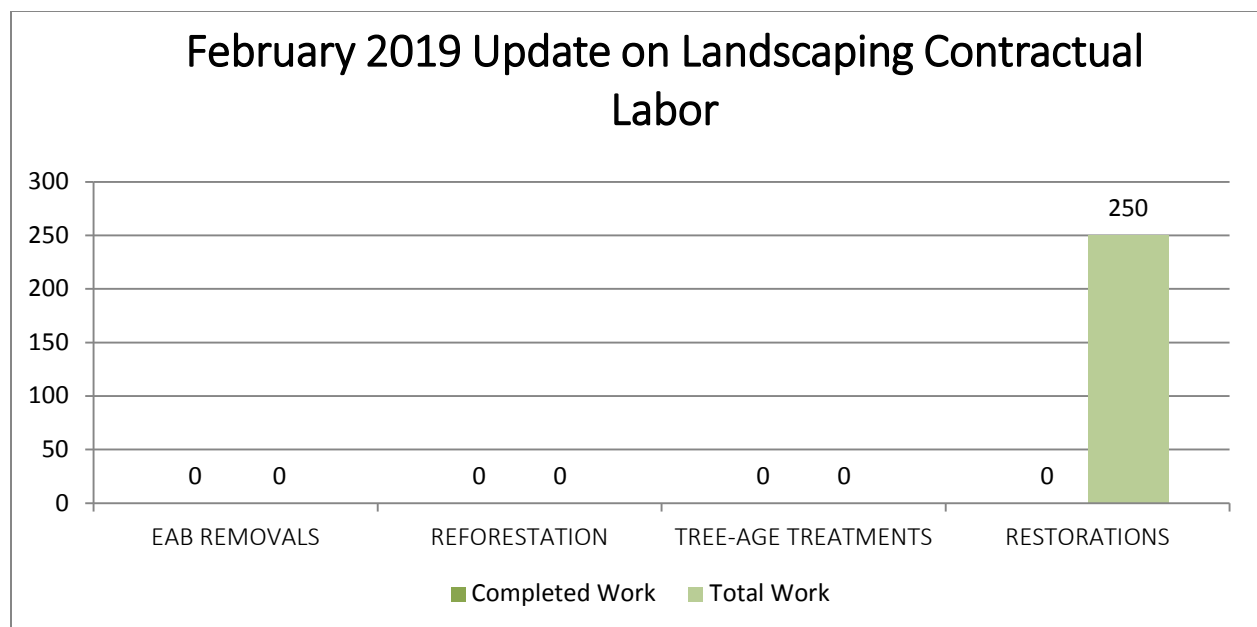
Preparations for the spring 2019 planting season have begun.

Treatments:

The EAB treatment services contract is under review.

Restorations:

There are 250 EAB restorations scheduled for this spring 2019.



Landscape Division

- Continued to monitor contractor that is handling the annual contractual area trimming. They have trimmed approximately 750 trees.
- The division personnel removed 21 trees that were marked for removal during the summer. In addition, numerous dead ash trees along the sculpture path were removed.
- The division personnel were involved in 13 snow and ice callouts during this month, which accounted for a bulk of the division's time.

Streets & Signs Division

- Completed 65 Customer Service Requests.
- Repaired 658 potholes.
- Maintained 107 signs.
- Manufactured 21 signs.
- Installed nine new signs.
- Added 92 signs to the GPS inventory list.
- Created 45 specialty signs.
- Manufactured two and installed 48 vehicle markings.
- Completed 88 inspections and replaced 40 stop signs as part of the stop sign and yield sign inspection and replacement program.
- Made 23,000 gallons of Supermix.
- Provided 866 hours to snow and ice activities.
- Repaired 21 mailboxes damaged during snow and ice operations.

Electrical/Customer Service Division

- Completed 58 water turn-ons due to delinquent billing.
- Picked up and disposed of nine deceased animals.
- Completed Opticom – folding stop sign inspections.
- Completed 404 area checks for light outages.
- Changed 122 banners.
- Inspected banners after three heavy windstorms.
- Repaired 26 streetlight outages.
- Cold patched three trip hazards on sidewalks.
- Visited five pole locations with concerns relating to JCI LED conversion.
- Assisted with four sanitary sewer backups.
- Performed four after-hours sanitary sewer inspections.
- Performed security check at 121 Long Avenue.
- Performed seven area checks at airport, ballpark and commuter lot.
- Performed street light cabinet maintenance, completed five locations.
- Picked up holiday light recycling materials at the Atcher Municipal Center and Public Works facility.
- Converted 15 fixtures from HPS to LED as a continuation of the JCI Phase 2.
- Adjusted wall pack light at The Barn.
- Assisted with shutdown of service at 1933 West Schaumburg Road.
- Assisted with one JULIE locate request.
- Responded to 12 snow and ice related complaints.
- Performed snow and ice activities, 94 hours.

Storm Sewer Division

- Cleaned 200 feet of storm sewer mainline.
- Performed 216 hot spot inspections.
- Completed 52 inspections of illicit discharge.
- February 2019: Completed 339 requests for J.U.L.I.E. locates.
- February 2018: Completed 520 requests for J.U.L.I.E. locates.
- Continued to update GIS system.
- Constructed a custom grate for a large storm sewer.
- Performed snow and ice activities.

Water Division

- Repaired eight Buffalo boxes.
- Replaced nine hydrant signs.
- Repaired five fire hydrants.
- Repaired a valve.
- Took 97 water distribution samples as part of our required monthly samples. All samples passed and met IEPA requirements.
- Took two well samples and delivered to the lab.
- Routine water quality parameter samples were taken at the designated sites.
- Repaired 55 residential water meters.
- Replaced a commercial water meter.
- Repaired a commercial water meter.
- Replaced two MTU units.
- Well 15 is out until next year.
- Processed 220 Customer Service Requests.
- Station 2 painting project is completed.
- Pricing for repairs to Athena reservoir are being sought.
- Received pricing for reservoir and tank repairs, expect repairs to be completed before April 30.
- Abandoning a well, received pricing to remove items, expect project to be completed in March.
- Pump and motor from Station 21 are being repaired.
- Received pricing for reservoir and tank repairs for Well 21 on Thoreau Drive, expect repairs to be completed before April 30.
- Processed 127 water billing shut-off requests.
- Completed 105 service calls.
- Performed snow and ice activities, 241.5 hours.

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:

February 2019: 3,518
February 2018: 3,362

Residential Devices:

February 2019: 512
February 2018: 485

Sanitary Sewer Division

- Installed point patch repair at 615 Crandall Road.
- Repaired 32 manholes.
- Performed snow and ice operations, 705 hours.
- Performed heavy cleaning of sanitary mains, 3 hours.
- Processed 33 Customer Service Requests.

Status of Current Construction Projects

List of explanation of the Village's current construction projects.

Sanitary Sewer Cleaning and Inspection Statistics

February 2019:

- 3,704 linear feet of sanitary sewer main lines were televised.
- 7,500 linear feet of sanitary sewer main lines were jetted.
- 391 linear feet of sanitary service lines were televised.
- 314 linear feet of sanitary service lines were cleaned.

February 2018:

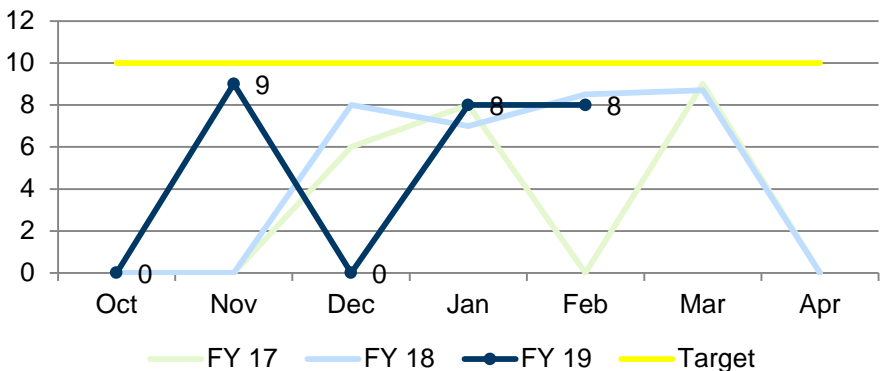
- 2,040 linear feet of sanitary sewer main lines were televised.
- 5,459 linear feet of sanitary main lines were jetted.
- 1,525 linear feet of sanitary service lines were televised.
- 2,596 linear feet of sanitary service lines were cleaned.

Engineering & Public Works Key Performance Indicators:

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

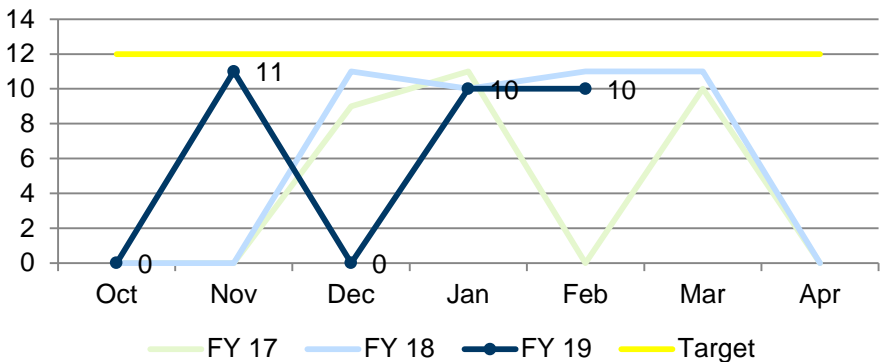
The Engineering and Public Works Department has a policy which outlines its Snow and Ice procedures (Policy Statement 7.16- Snow and Ice Control Policy). In this policy, the department allocates 12 hours to clear all primary routes such as Knollwood, Walnut, and Bode; and 18 hours to cut the center line 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.

Clear all primary routes within an average of less than 10 hours.



Status: On Target
FY 19 YTD: 8 Hours
 FY 18 Total: 7.5 Hours
 FY 17 Total: 7 Hours
 *Source: PubWorks

Cut the center line on all secondary routes, clear courts, and cul-de-sacs within an average of less than 12 hours.

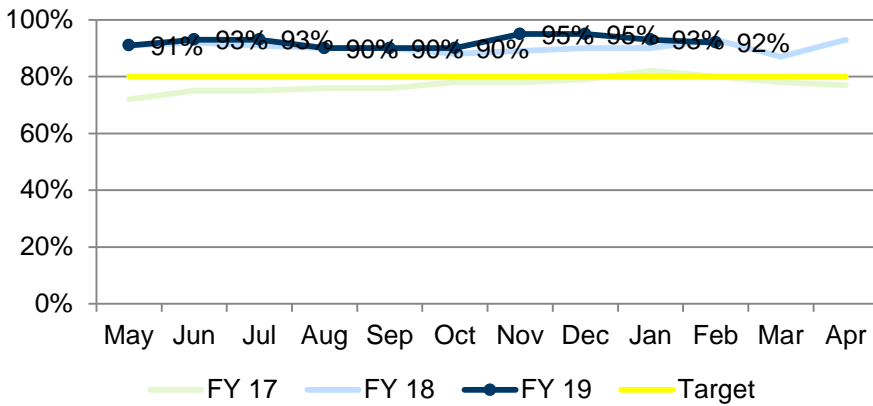


Status: On Target
FY 19 YTD: 10 Hours
 FY 18 Total: 10.5 Hours
 FY 17 Total: 10 Hours
 *Source: PubWorks

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.

Maintain at least 80% of CIP projects on schedule and within budget.



Status: On Target

FY 19 YTD: 92%

FY 18 Total: 90%

FY 17 Total: 77%

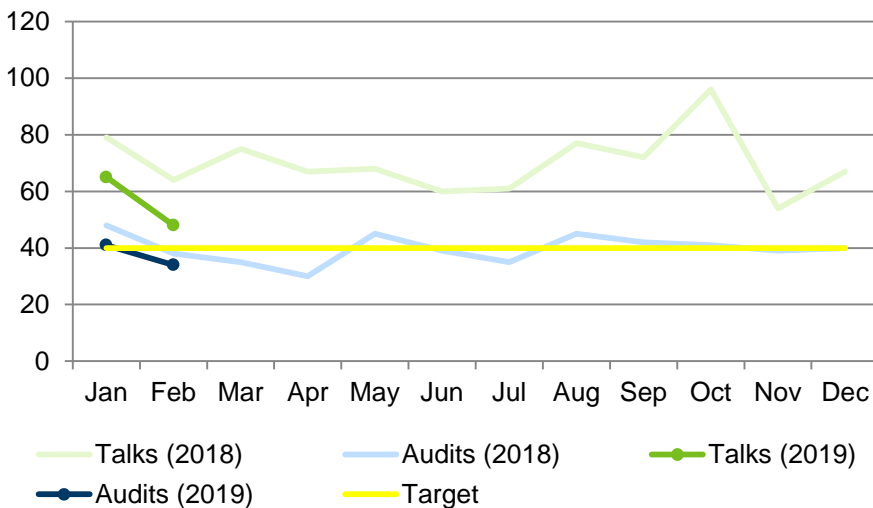
FY 16 Total: 65%

**Source: CIP Monthly Status Meetings*

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.

Provide at least 480 Toolbox Talks and Safety Audits each year.



Status: On Target

2019 Talks: 113

2019 Audits: 75

2018 Talks: 840

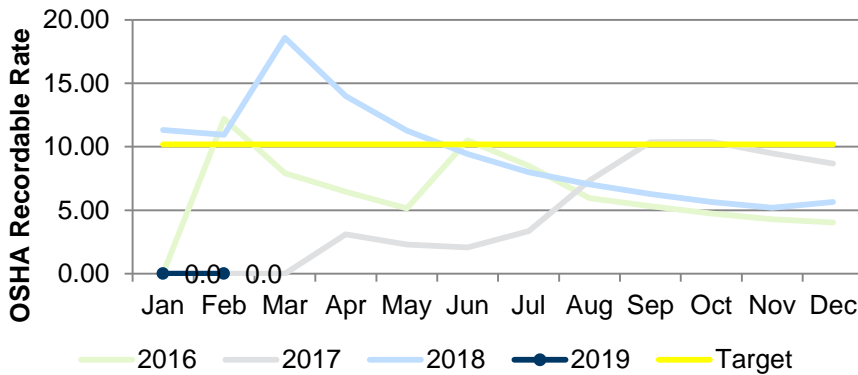
2018 Audits: 477

2017 Talks: 489

2017 Audits: 421

**Source: Workers Compensation Reports*

Maintain an OSHA Recordable Rate below the BLS industry rate of 10.20.



Status: On Target

2019 YTD: 0.0

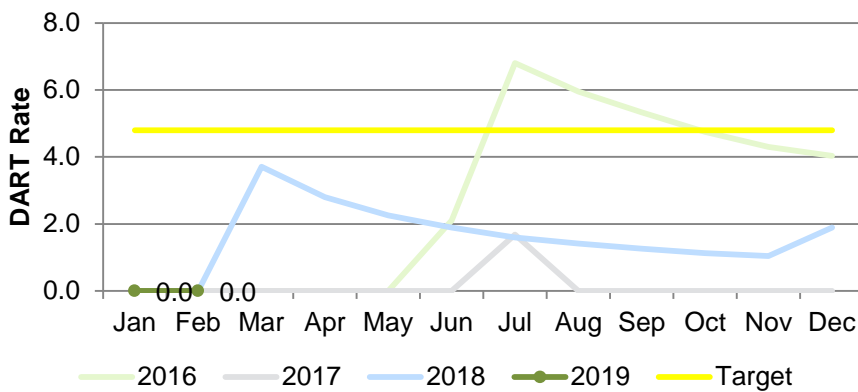
2018 Total: 5.7

2017 Total: 3.2

2016 Total: 6.3

**Source: Workers Compensation Reports*

Maintain a DART Rate below the BLS industry rate of 4.80



Status: On Target

2019 YTD: 0.0

2018 Total: 1.9

2017 Total: 1.7

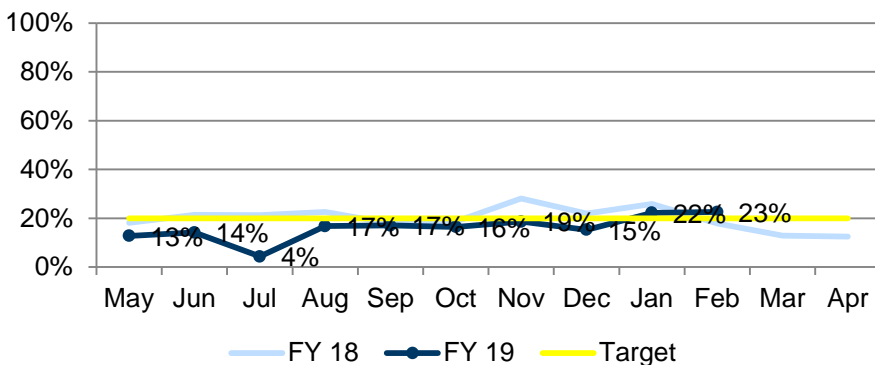
2016 Total: 2.8

**Source: Workers Compensation Reports*

KPI 4: Reduce the average idle time for 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%.

Reduce the percent of idle time as a percent of engine on-time to 20% or less.



Status: On Target

FY 19 YTD: 16.0%

FY 18 Total: 13.5%

**Source: DriveCam Idle-Time Report Summary*

KPI 5: Provide an effective and efficient response to customer service requests.

Engineering & Public Works receives roughly 60% of all village CSR's 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 CSR's are necessary to maintain and improve productivity for village employees and provide acceptable responses to our customers.

