

Village of Schaumburg

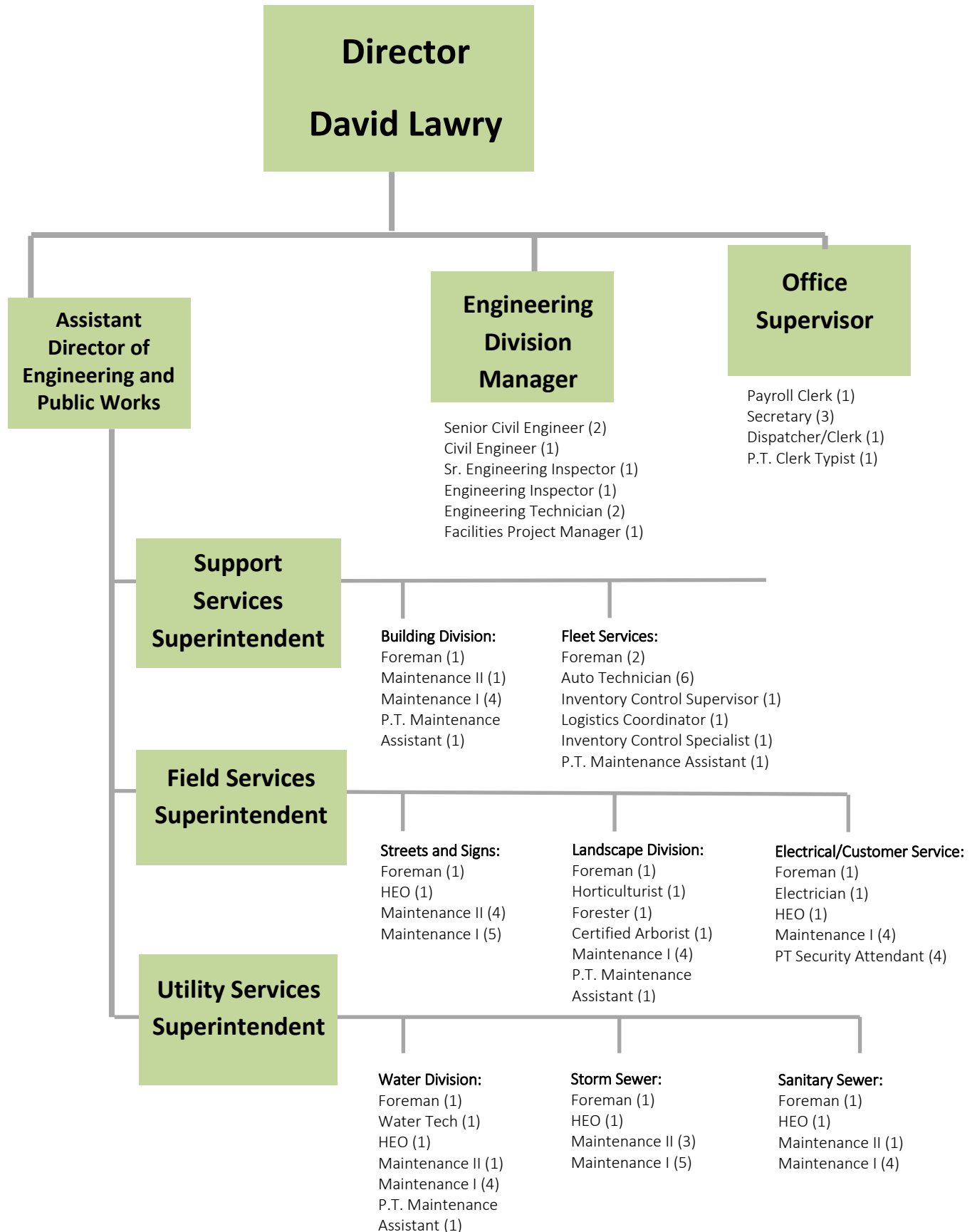
Engineering &
Public Works
Department
Monthly Report

October 2017

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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

Emerald Ash Borer (EAB) Program

Removals:

Landscape Concepts has removed 60 of the 422 trees marked for removal. Village crews will be assisting in EAB removals this winter. Crews are scheduled to remove 49 of the EAB trees marked for removal.

Reforestation:

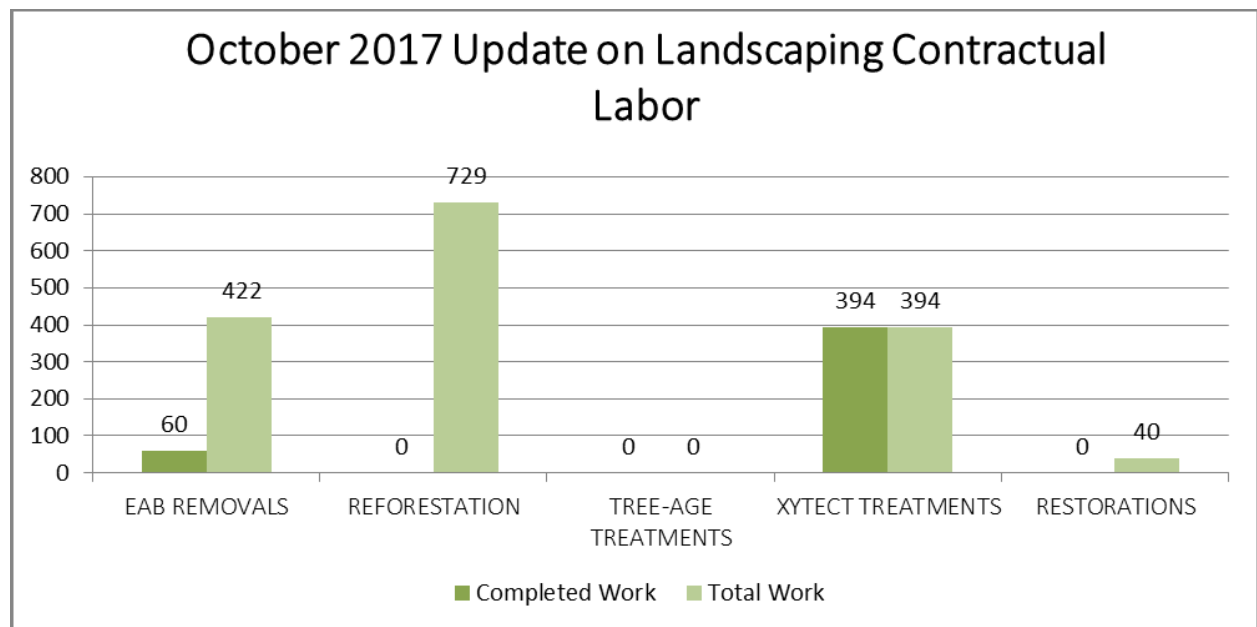
Beginning November 1st, ACRES and the Fields on Caton Farms are scheduled for planting of replacement trees.

Treatments:

Kinnucan finished all 394 Fall Xytect treatments.

Restorations:

The restoration contractor Langton Group has 40 EAB restorations to complete.



Landscape Division

- Began removal of over 3,000 gator bags from newly planted trees around the village.
- Assisted Engineering by trimming the bushes away from the Civic Center and the Al Larson Prairie Center for the Arts to allow for tuck pointing that was scheduled.
- Oversaw the shutdown of the village's irrigation systems on the medians and the village buildings.
- Oversaw the planting of spring bulbs at village buildings.
- Trimmed 42 trees, removed 19 trees and ground 33 stumps.
- Scheduled a meeting with the tree planting contractors for Fall cost share and reforestation projects.
- Began the installation of holiday lights at various village sites.

Streets & Signs Division

- Repaired 703 potholes.
- Completed 825 square yards of milling and patching pavement on Hinkle Lane, Jeffrey Lane, Staffmark Lane and Lewis Court.
- Completed 23 sign inspections.
- Maintained 261 signs.
- Manufactured 105 signs.
- Installed two new signs.
- Created 38 specialty signs.
- Manufactured and installed 53 vehicle markings.
- Received 2,000 tons of salt, which is the guaranteed amount that the village had to purchase by November 30th through the DuPage County contract. The salt dome is currently at its capacity of 7,000 tons.
- Began planning the re-installation of brine tanks within the Engineering & Public Works containment area. This plan includes relocating filling stations to provide space between salt and the liquid loading locations.
- Provided 9.5 man-hours for water main repair, 8.5 man-hours for fire hydrant replacement and 13 man-hours for emergency flood response.
- Provided 67 man-hours on the village recycling event.

Electrical/Customer Service Division

- Completed 22 water turn-ons due to delinquent billing.
- Installed new electric to the brine area for the pumping stations.
- Picked up and disposed of 38 deceased animals.
- Completed Group 1 opticom – folding stop sign inspections.
- Completed 1,175 area checks for light outages.
- Completed 18 banner changes.
- Completed seven banner repairs.

- Completed 31 banner installations.
- Repaired 12 trip hazards.
- Assisted Fire 1 and the Police Department with dropping off barricades for an Open House.
- Diagnosed issue with the airport runway lights with the 2-way radio system.
- Removed four handicap signs in the lot at the Trickster Gallery for the Farmers Market.
- Assisted the Police Department with a knocked-down streetlight pole at Martingale and Kimberly.
- Completed ten E-Locates.
- Made repairs to a bad connection to a cubicle whip that resulted in the Atcher Municipal Center without power in Community Development.
- Inspected 550 banners after heavy wind storm.
- Repaired 23 streetlight outages.
- Installed a new electric feed in the Sign Shop for a new sign machine.
- Visited seven pole locations with concerns from JCI LED conversion.
- Repaired a mis-marked JULIE locate at Remington and Basswood.
- Raised all flags after dawn twice.
- Checked the swans six times.
- Reviewed issues in cabinet for Plaza and American Lanes, in response to loss of power to fixtures.
- Completed Farmers Market cleanup four times.
- Conducted three after-hour sanitary sewer inspections.
- Picked up and delivered block party barricades and signs for three locations.
- Installed three new LED wall packs on AMC around exterior of the building.
- Verified that all “Welcome To Schaumburg” lights were working.
- Grinded 45 sidewalk locations.
- Delivered and picked up Adopt-a-Highway barricades, signs and debris six times.
- Assisted the Water Division with disconnect of power for dig-up.
- Installed LED wall pack lights at Well House 22.
- Made repairs to four approach lights at airport.
- Assisted the Police Department at Town Square with a car accident that damaged a fence and bench.
- Assisted staff at the Al Larson Prairie Center for the Arts in removing chain hoists from the outdoor stage with aerial truck.
- Made repairs to the salt dome conveyor belt.
- Performed 14 Area checks at the airport, ballpark and commuter parking lot.
- Performed weekly cleanup of the Engineering & Public Works storage bay area five times.

- Assisted the Police Department with installation of cameras in east and west parking lots.
- Disconnected power to the pond fountains at Town Square and Atcher Municipal Center for the winter.
- Winterized the graffiti trailer.
- Performed snow and ice truck clean up.

Storm Sewer Division

- Completed 20 inlet repairs and no manhole/catch basin replacements.
- Completed two inlet and 42 grate cleanings.
- Cleaned 47 catch basins.
- Responded to 52 Customer Service Repairs.
- Repaired 45 feet of mainline.
- Completed 401 feet of creek cleaning and checked for hot spots.
- Performed 514 Hot Spot inspections.
- October 2017: Completed 1,341 for J.U.L.I.E. locates.
- October 2016: Completed 2,601 requests for J.U.L.I.E. locates.
- Completed road that will allow village access to an outfall structure on the east side of the airport.

Water Division

- Completed four water main break repairs.
- Repaired 27 Buffalo Boxes, and located eight.
- Repaired 25 fire hydrants, aboveground.
- Repaired a fire hydrant, belowground.
- Replaced three fire hydrants.
- Installed 24 fire hydrant signs.
- Flushed 326 fire hydrants, with 2/3 of hydrant flushing completed.
- Replaced two valves.
- 96 water distribution samples were taken as part of our required monthly samples. All samples pass and met IEPA requirements.
- Three well samples were taken and delivered to the lab.
- Routine water quality parameter samples were taken at the designated sites.
- A new sanitary lift station is being constructed at the Toys and Bode lift stations; construction continues.
- Scheduled repairs at Water Station No. 20 for a leaking valve.
- Well No. 21 was put out of service for electrical repairs.
- Completed 201 water shut-offs.
- Snow and Ice clean up.
- ISO Hydrant Flow tests: 18 hydrants were flow tested.

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 each month.

Commercial Devices:

September 2017: 3,289

October 2017: 3,323

Residential Devices:

September 2017: 455

October 2017: 459

Sanitary Sewer Division

- Sanitary crews televised 2,841 Lf. and cleaned 2,109 Lf. of service laterals.
- Inspected 30 grease traps throughout the village.
- Completed two point repairs at the Walnut Lift Station as part of the Inflow and Infiltration Project which stops water from infiltrating into our sewers.
- Snow and Ice truck clean up.
- Staff completed Spartan rodder certification.

Status of Current Construction Projects

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

Sanitary Sewer Cleaning and Inspection Statistics

October 2017:

- 12,335 Lf. of sanitary sewer main lines were televised.
- 16,466 Lf. of sanitary main lines were jetted.

October 2016:

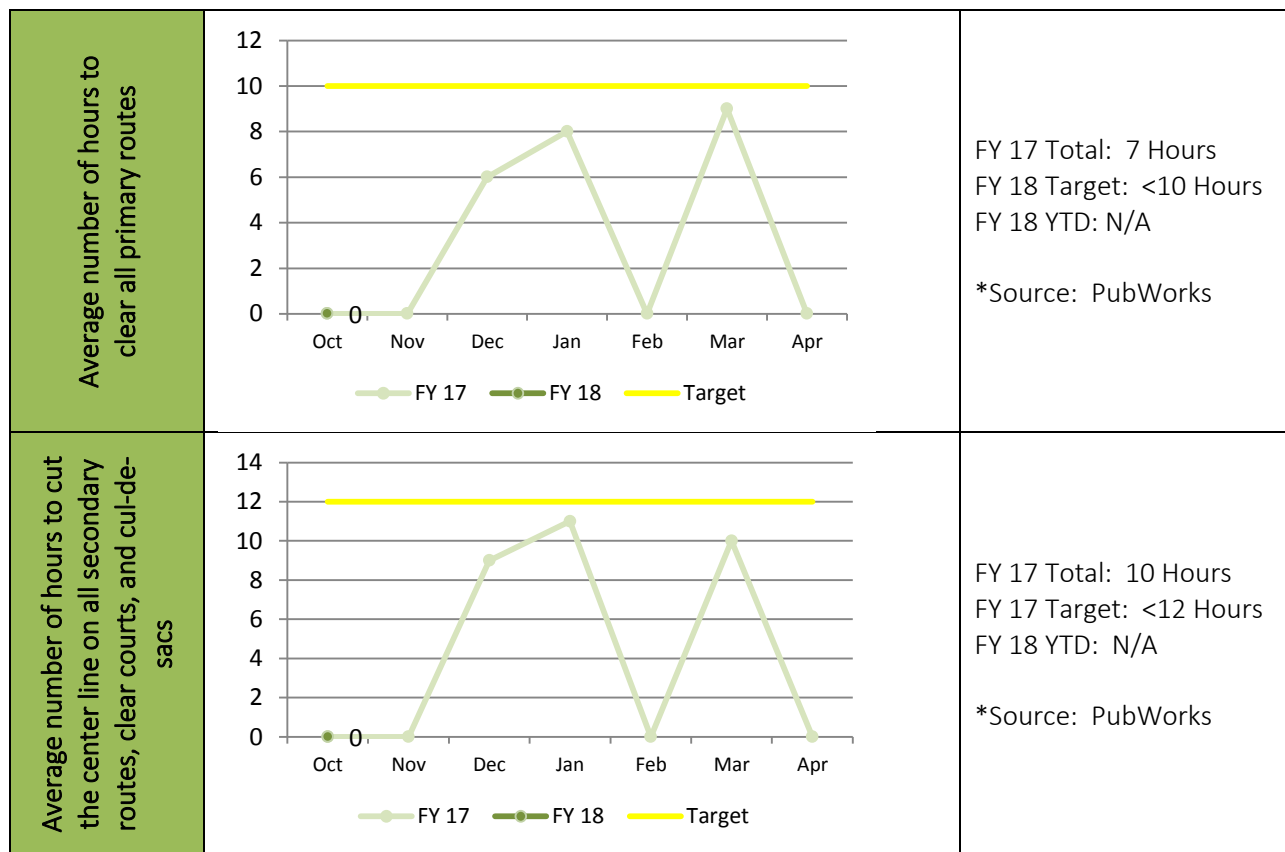
- 4,670 Lf. of sanitary sewer main lines were televised.
- 5,675 Lf. of sanitary main lines were jetted.

KEY PERFORMANCE INDICATORS

ENGINEERING & PUBIC WORKS KEY PERFORMANCE INDICATORS:

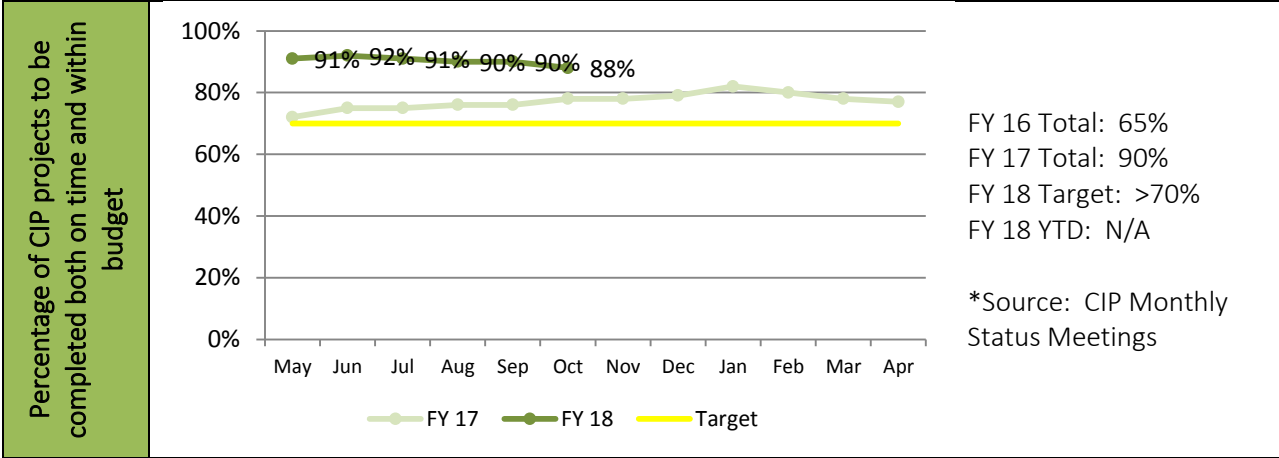
KPI 1: Roadway Clearing Time- Per Snow Event

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.



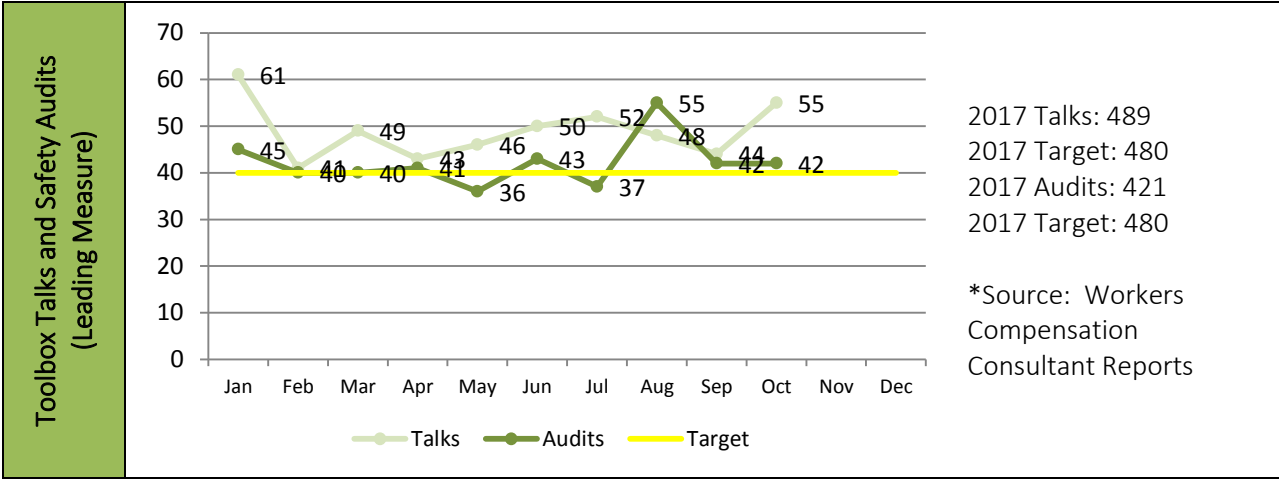
KPI 2: Effective and Efficient Project Management

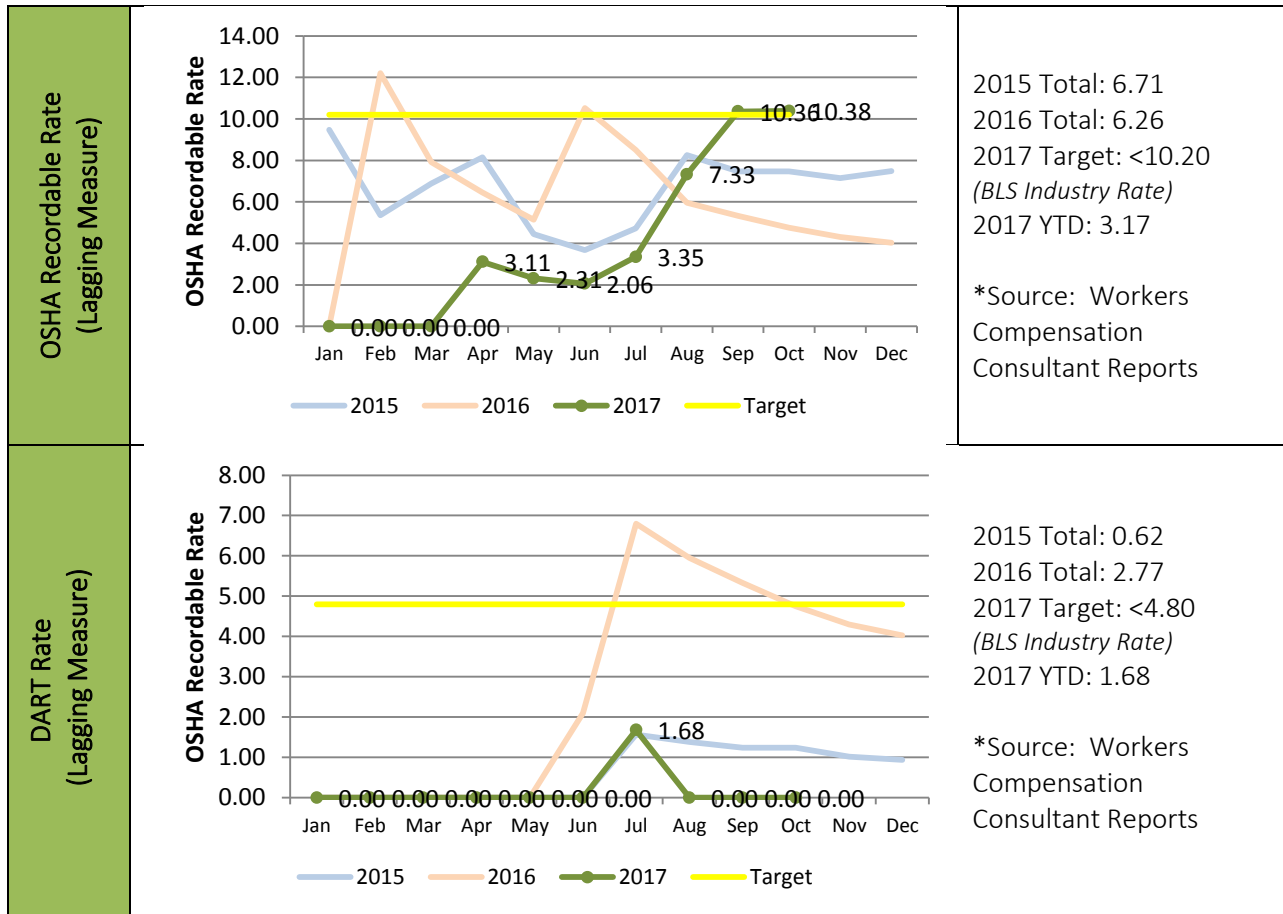
The department currently holds monthly CIP Meetings where projections, timelines, milestones, and schedules are discussed and updated. With this KPI, the department aims to establish a better tracking system for CIP projects to ensure they meet both time and budget commitments. Due to a number of factors 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: Risk Management and Employee Safety

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.





2015 Total: 6.71
 2016 Total: 6.26
 2017 Target: <10.20
 (BLS Industry Rate)
 2017 YTD: 3.17

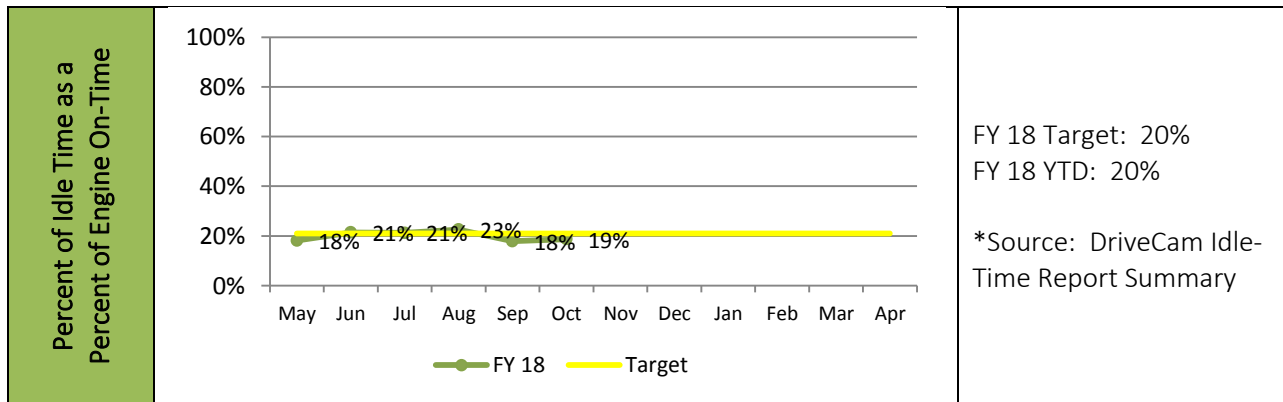
*Source: Workers Compensation Consultant Reports

2015 Total: 0.62
 2016 Total: 2.77
 2017 Target: <4.80
 (BLS Industry Rate)
 2017 YTD: 1.68

*Source: Workers Compensation Consultant Reports

KPI 4: Average Idle Time Reduction 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%.

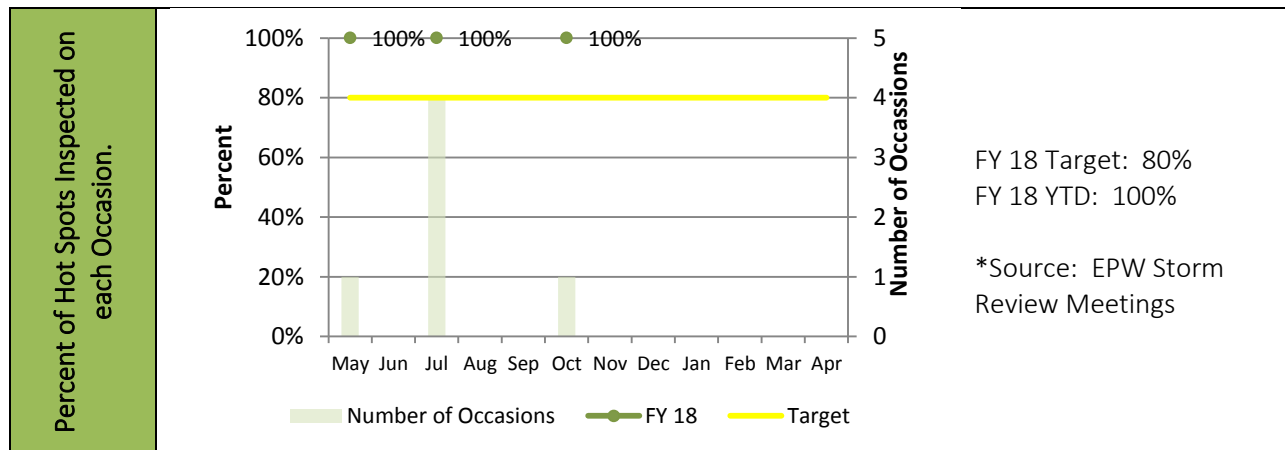


FY 18 Target: 20%
 FY 18 YTD: 20%

*Source: DriveCam Idle-Time Report Summary

KPI 5: Storm Patrol Efficiency (Storm Sewer)

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: Customer Service Request (CSR) Response Rate

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.

