

**DEPARTMENT OF PUBLIC SERVICE**

**CITY OF PORTSMOUTH**



2007

**YEAR END REVIEW**

*"Providing a Better Service for a Better Community"*

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## Introduction

The Portsmouth City Department of Public Service is comprised of six Divisions (Sanitation, Street Maintenance, Traffic, Grounds Maintenance, Grounds Recreation, and Fleet Maintenance); and oversees a combined operational budget in excess of \$3.1 million. The department employs 38 full-time personnel that are managed by the Director and Assistant Director.

The Department of Public Service touches the daily lives of city residents in many ways. Whenever you travel any of the 110 miles of roads and bridges, play or visit one of the 12 parks, walk through or around our beautiful cemetery, swim at the Municipal Pool, or dispose of household solid waste, you are using just a few of the services we provide.

Every year the employees of the Public Service Department will respond to over 1,000 citizens calls, remove over 10,000 tons of solid waste from residents homes, sweep over 200 miles of street curbs and highway edges each month, utilize over 450 ton of material to patch pot holes, water works breaks, and make road repairs, remove over 700 cubic yards of leaves each fall, and lay down around 800 tons of salt during the winter (on average).

They will mow over 165 acres of parks, recreational facilities, and road sides every two weeks, send out approximately 200 certified (notice to abate) letters, and abate over 129 lots.

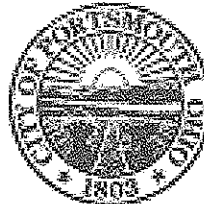
Employees will service and maintain over 34 traffic signals, over 5,000 street and traffic signs, and will paint and stripe over 80 miles of streets.

This is just the highlights of what this department accomplishes year to year. There are many other things such as seasonal decorating, street blocking for parades and special events, removing dead animals off of public streets and highways, tree planting, maintenance, and removal, which we do throughout the work schedule.

Christopher L. Murphy  
Director of Public Service  
City of Portsmouth

55 Mary Ann Street  
Portsmouth, OH 45662

354-7766 (Mon-Fri, 7:30-4:00)  
353-5419 (After hour Emergency Calls)



## **Public Service Mission Statement**

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*"The mission of the Department of Public Service is to maintain the City's parks, recreational facilities, streets, cemetery, traffic control, and all vehicles and equipment, as well as provide a sanitation service to every household for the safety of the public and improvement of the quality of life for the citizens of Portsmouth."*

## **Our Vision**

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*"Our vision is to create and maintain a quality public service that will provide a sustainable community with a clean, safe, and pleasant environment that the citizens and employees of the city will be proud of; and will help the city maintain a strong sense of community into the future."*

## **Our Values**

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In order to accomplish our mission and make our vision reality, we must make fundamental these shared values:

- ✓ Integrity
- ✓ Professionalism
- ✓ Commitment
- ✓ Accountability
- ✓ Compassion
- ✓ Responsiveness
- ✓ Initiative
- ✓ Efficiency

## **Our Commitments**

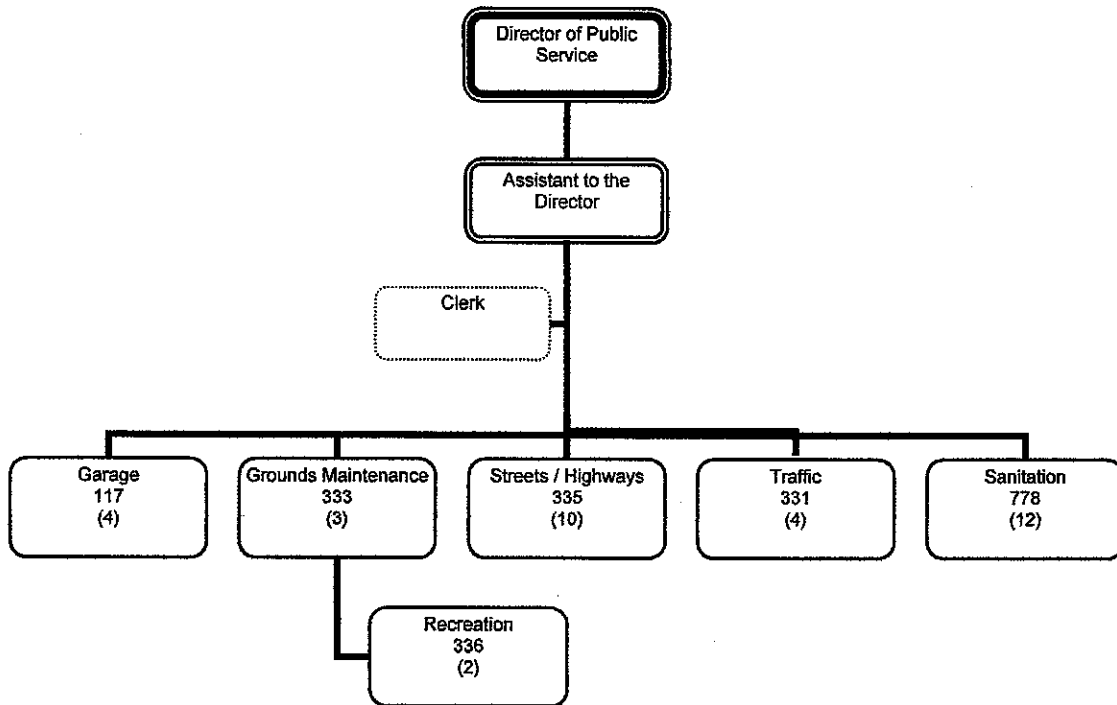
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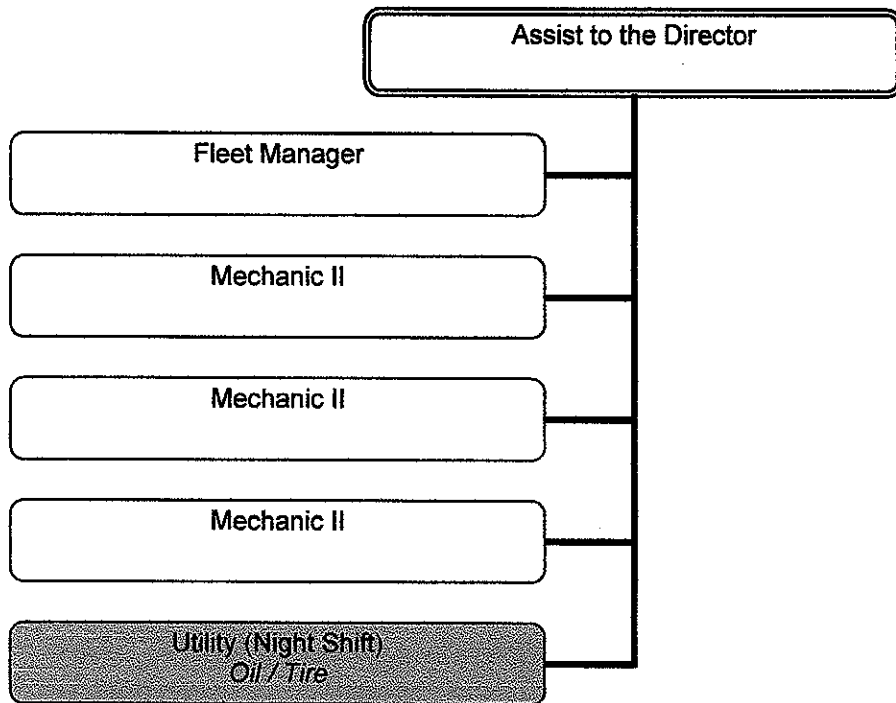
- ⊕ Assume a positive intent.
- ⊕ Deal directly with each other about conflicts
- ⊕ Listen: seek first to understand, then to be understood.
- ⊕ Look for the lesson when mistakes are made.
- ⊕ Be trusting, trustworthy, and accountable.
- ⊕ Support group decisions outside of the meeting.
- ⊕ Treat others as they would like to be treated.
- ⊕ Be tough on the issues, tender on people.

# ORGANIZATIONAL CHART

## DEPARTMENT OF PUBLIC SERVICE

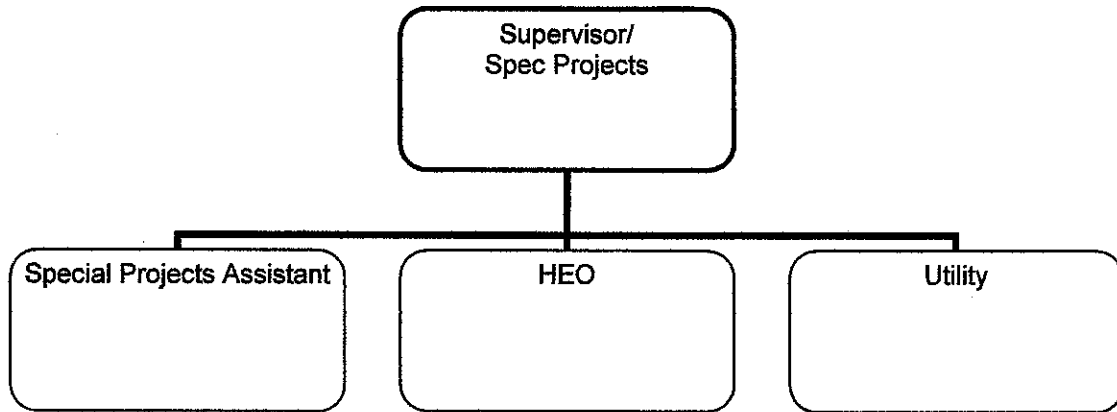


## DIVISION OF FLEET MAINTENANCE



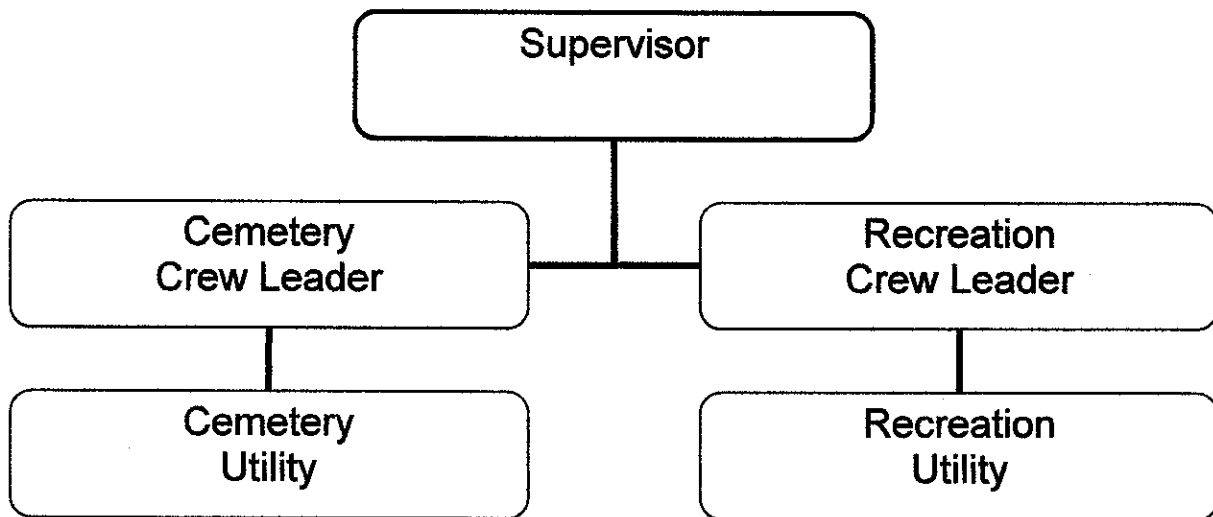
- Tracks, Maintains and Services 300 pieces of city equipment.
- Performs periodic oil changes
- Repairs and replaces tires
- Performs major and minor repairs on gasoline / diesel engines, transmissions, electrical systems, hydraulic systems.

## DIVISION OF TRAFFIC



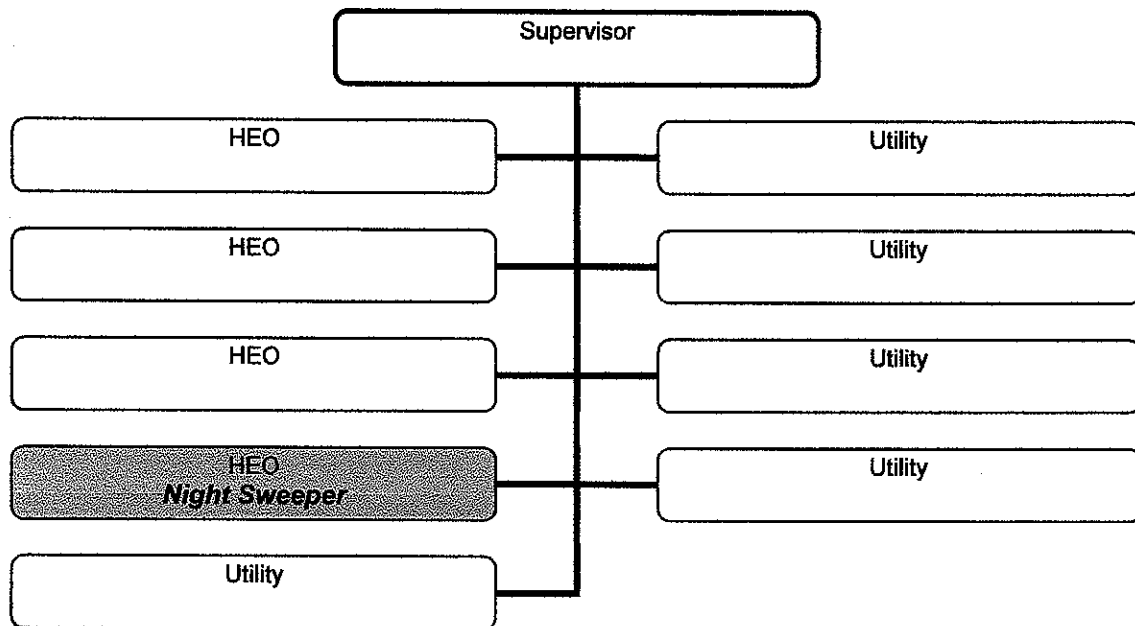
- Maintains Traffic Signals, Pedestrian Signals, Traffic Signs, Street Signs
- Services Traffic Control Boxes
- Paints Curbs and Center Lines, Municipal Parking Lots
- Paints Stop Bars and Pedestrian Cross Walks
- Maintains and Services Street Lighting
- Blocks Streets during events or repairs
- Installs Seasonal Flags and Holiday Decorations
- Performs Special Projects for the City

**DIVISION OF**  
**GROUNDS MAINTENANCE / GROUNDS RECREATION**



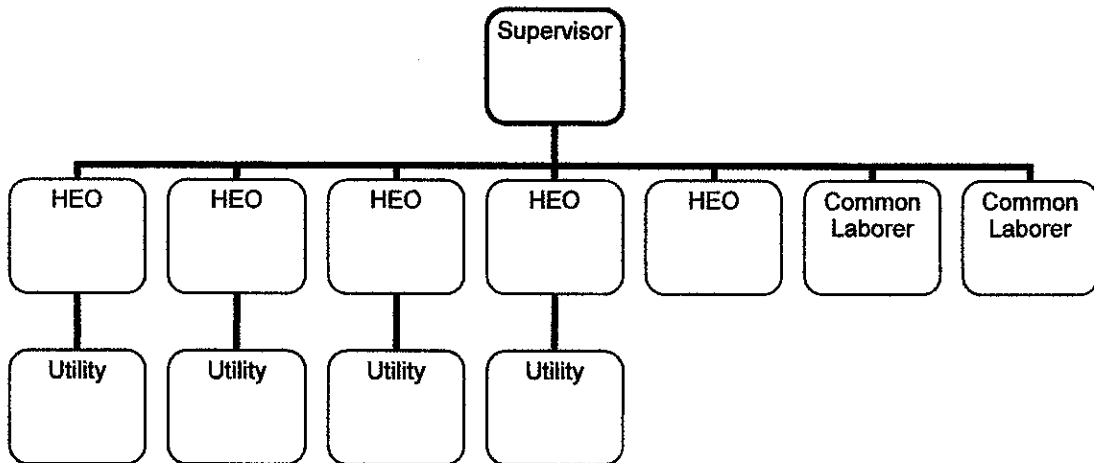
- Prepares Grave Sites for Funerals
- Maintains 100 acre Cemetery and Fence Line
- Mows along Highways and City owned Property
- Maintains and makes repairs to all Parks and Recreational Facilities
- Removes and Prunes City Trees
- Removes trash from City Parks
- Chemically mows guard-rails, curbs, and sidewalks
- Fertilizes and seeds ball fields

## DIVISION OF STREET MAINTENANCE



- Maintains and Repairs all City Streets, Alley Ways, and Highways inside the city limits.
- Picks up and Removes Brush and wood debris
- Picks up and Removes Leaves
- Sweeps Streets and Highways
- Repairs and Replaces Guard Rail and Posts
- Maintains and Repairs Bridges within the city limits
- Performs Snow Removal and Keeps Streets and Highways clear during snow and ice.
- Removes dead animals and other obstructions from road way

## DIVISION OF SANITATION



- Removes Household Waste Operating Four Residential Routes
- Provides a Commercial Dumpster Service
- Delivers Tipper Carts to Residents when needed
- Provides Sanitation Service to Special Events
- Removes debris and litter from alley and street areas
- Performs Weed Abatement on Abandon Properties

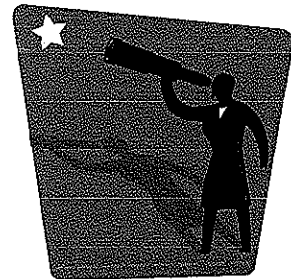
## 2007 Highlights

- ✦ **Purchased 2,000 gal storage tank for emulsion.** The emulsion is used with #9 limestone in the "DURA-PATCHER" to repair pot-holes and make road surface repairs. We save money by purchasing emulsion in bulk quantities.
- ✦ **Purchased 4,000 gal storage tank for gasoline.** Gasoline prices continue to climb. A storage tank allows the city to purchase in bulk at a lower cost than paying at the pump.
- ✦ **Purchased Service-Call software.** This software allows the department to log complaints and track the status of the citizen's issue. It further allows management to see patterns and focus on the citizens needs.
- ✦ **Purchased Hybrid Vehicle.** The city is taking the first step in "Going Green". The Hybrid administrative vehicle gets better mileage by using electric, thus conserving fuel with fewer emissions.
- ✦ **Tracy Park Restrooms.** Community Development was able to receive a grant which enabled the construction of restroom facilities. The restrooms are to be completed by January 2008.
- ✦ **Christmas Decorations and Flags.** We were able to get new sprays for the downtown street lights and a 30 foot Christmas tree to be placed on the Esplanade. New City flags and National flags were purchased for Memorial Day and the 4<sup>th</sup> of July.
- ✦ **Park Signs.** One of the things noticed is the lack of signage. We have many parks but few people knew their names. We now have signs at each city park welcoming visitors.
- ✦ **Stadium Renovation Funds.** Applied for Federal and State Funds to assist in the renovation of the Historic Spartan Stadium.
- ✦ **Thermoplastic Stop Bars and Crosswalks.** Thermoplastic is more durable than paint. This will save money by reducing the cost of labor, paint and frequency of application.
- ✦ **Residential Street Sweeping.** This year a plan was developed and implemented to sweep residential areas on the 2<sup>nd</sup> and 4<sup>th</sup> week of each month during day operation. This is in addition to the downtown and highway sweeping.
- ✦ **Cemetery Security.** Wireless cameras and increased lighting has been installed to detour vandalism.
- ✦ **LED Traffic Signals.** New LED signals have been installed to increase visibility and driver awareness. They also utilize less wattage thus decreasing the city's electric costs.

- ✚ **Mercury Vapor Street Light Replacement.** The department is currently working with AEP to replace the 436 Mercury Vapor (MV) lights with High Pressure (HP) Sodium. Since HP is brighter than MP lights, we can replace a 400 watt MP light with a 200 watt HP light. This will give the same amount of lumens for half the wattage, creating a net monthly savings of approximately \$500.
- ✚ **Alternative Heat Sources.** Through AMERESCO, the city garage will burn used oil and turn it into an additional heat source. This will decrease the use of natural gas costs.
- ✚ **TREE CITY USA Award.** The city has received this award for the 17<sup>th</sup> consecutive year.
- ✚ **PLAYFUL CITY USA Award.** A national recognition program honoring cities and towns across the nation, who are committed to taking action for play. Portsmouth was selected 1 of 31 of those cities
- ✚ **NEW SALT ADDITIVE.** We are currently mixing sugarless beet juice with the salt for snow and ice removal. This is less corrosive, works to temperatures below 0, is more effective , therefore causing the department to use less salt which results a net savings.
- ✚ **ASH TREE INVENTORY.** As part of the Emerald Ash Borer Plan, 83 Ash trees were identified by location for monitoring.

## **2008 GOALS**

- ⇒ Perform Engineer Study for a municipal skate park
- ⇒ Add additional basketball courts
- ⇒ Make repairs to municipal pool
- ⇒ New backboards and posts for Bannon Park
- ⇒ New trash receptacles for downtown
- ⇒ Make repairs to Tennis Courts
- ⇒ Further improve security at City Garage
- ⇒ Further improve beautification efforts
- ⇒ Continue to make repairs to the "Traffic Inter-Connect"
- ⇒ Sign and improve Municipal Parking areas
- ⇒ Increase efficiency of department
- ⇒ Educate the public about our services to improve relations
- ⇒ Continue to improve cleanliness in alley's, streets, and parks
- ⇒ Initiate safety countermeasures as recommended by an ODOT Safety Study for routes 23 and 52.



## SERVICE CALL STATISTICS

**Note:** Our "PUB-WORKS" Service Call Software was installed in late July 2007. We implemented the program and began tracking calls on 1 August 2007. This information only reflects those calls captured since implementation.

### Percentage of Service Calls by Division

GROUNDS	1.4 %
RECREATION	1.6 %
SANITATION	71.9 %
STREETS	25.4 %
TRAFFIC	5.8 %

### TOP TEN SERVICE CALLS



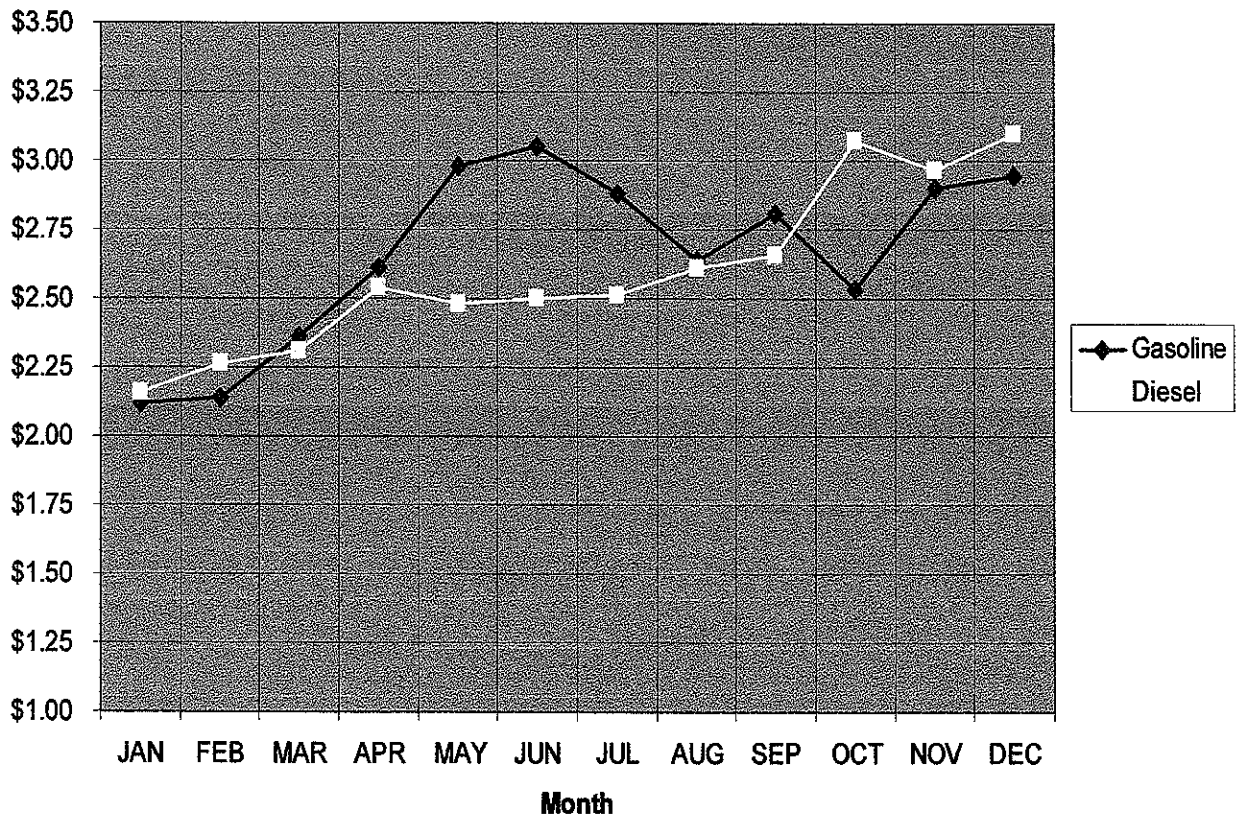
Bulk Pickup	20.6 %
Dumpster	16.7 %
Trash Missed	9.4 %
Extra Tipper	5.1 %
Pot Hole Repair	4.5 %
Debris in Street	4.3 %
Exchange/Damage Tipper	4.2 %
New Tipper	4.2 %
Dead Animal in Street	3.3 %
Traffic/Street Signs	2.6 %

## FLEET COSTS and EXPENDITURES



	<u>Gallons in 2007</u>	<u>Total Cost</u>
<b>Gasoline</b>	<b>89,174</b>	<b>\$237,029.92</b>
<b>Diesel</b>	<b>42,075</b>	<b>\$108,751.72</b>
<b>Repairs</b>		<b>\$206,916.06</b>

**2007 Average Monthly Fuel Cost  
(per gal.)**



## Pool Revenue and Expenses

### EXPENSES

Payroll	\$4,800.00	
Utilities	\$2,631.46	
Chemicals	\$2,091.50	
Maintenance	\$2,189.30	
Training	\$850.00	
License Fees (Health Dept)	\$105.00	
	<u>          </u>	\$12,667.26

### REVENUES

Admission Fees	\$2,834.39	
Donations	\$11,041.45	
	<u>          </u>	\$13,875.84

**2007 Year End Balance:**

            
            
**\$1,208.58**

# SANITATION TONAGE

(2004 – 2007)

City of Portsmouth Refuse Collection

