

## March 6, 2019 Department of Public Services

The following items are designed to present information on Public Services Department work items recently completed, those expected to occur during the upcoming month, and other items of potential interest to the public. Information is subject to change at any time due to staff availability, weather events or other emergency situations, or numerous other factors. Items are not necessarily in order of importance, and may not be repeated in their entirety from month to month unless there is a need for continued reporting.

1. Citizen Request Module (CRM) items - The City uses the "My Monroe on the Go" application to track citizen requests. During the month of February, a total of 60 service requests were entered requiring action from this department, up from 30 the previous month. The vast majority, 33, were forestry requests, not surprising given the ice and wind events that occurred in February. The remaining categories were ten (10) pothole complaints, six (6) street light outages, five (5) signs requests, three (3) garbage collection items, two (2) hanging wires related to the storm, and one (1) dead animal pickup.
2. Forestry Activities - in the month of February, the Forestry work group completed twelve tree removals and trimmed nineteen trees. Much of this work group's effort was centered on 2 separate storm events. The storms created an estimated one hundred and twenty five service calls and/or online requests. The storms generated an approximate work load of 648 man hours. Furthermore, this work group will continue to pick up storm damage from the storms until April 1, 2019. All storm damage must be placed curb side. For prompt service, citizens are encouraged to make online requests at [www.monroemi.gov](http://www.monroemi.gov). Finally, this year's Arbor Day Celebration is presently being planned for late April. More details will be made available once they have been finalized.
3. Yard Waste Collection - yard waste collection will resume again the week of April 1.
4. Vactor Truck / Storm Cleaning - the City Council approved the purchase of a new vactor truck to be used in cleaning catch basins and storm sewers at the August 6 meeting, and we accepted delivery in September. Due to freezing conditions, this unit is typically not used much during the winter months, though some of our backlog was eased this past fall as we prioritized this work. We expect to place this on our regular activities schedule in a month or so when prevailing temperatures are high enough for regular use.
5. Cold Patching - this continues to be a primary work activity, as it generally is for most of the year. Citizens should feel free to contact Public Services staff via the citizen request module, phone, or email to report potholes, and we will do our best to handle complaints as quickly as possible. We typically try to address any complaints within 48 hours most of the year. Obviously, during inclement weather, resolution of potholes tends to be more problematic but we do attempt to handle these as soon as the weather stabilizes after receiving the complaint.

6. Winter Operations – the month of February did bring typical winter operations requirements, with the vast majority of efforts consisting of numerous small events requiring salting, which actually can be more expensive in totality than plowing a few larger events due to the costs of the product used. Significant icing events on February 6 and 12 along with heavy winds on February 24 caused widespread tree damage with fallen limbs, and the vast majority of the overall Public Services operations during the last three (3) weeks of the month were focused on the combination of continued winter maintenance responses along with continuous limb pickup and disposal. The vast majority of our Operations Crew was assigned to forestry throughout this time period when not actively salting roadways.
7. Miscellaneous Winter Projects – as with every winter, the Department keeps a list of potential projects that can either be accomplished inside, or could be addressed appropriately in a year without bitterly cold temperatures and / or excessive snow. Additional low-limbming of trees is always a major priority as it is probably the single most consistent departmental activity where proactivity will yield long-term dividends in the form of fewer emergency call-outs. Unfortunately, given the extensive cleanup of downed limbs due to the high winds and icing, our work in this area for the second half of the winter has been and will continue to be mostly reactionary, and this activity will consume most of our remaining winter discretionary time.
8. Grass Contract Renewal – portions of the City’s Lawn Maintenance contract are up for renewal starting with the 2019 season. This contract has been separated into six (6) different work groups, based on the type of parcel and size. Three (3) of the locations, Location A (Munson Park / Custer airport), C (Riverfront Parking Lot), and D (Various smaller City parcels), were extended for an additional three (3) years through 2021 to Ron Noel Lawn Service at a 10% discount. For the remaining work groups, the City is re-bidding two (2) of them. Group B (Cemeteries) and Group F (Ordinance mowing) will be bid for a three-year term to match the end of the Ron Noel contract, and DPS will be purchasing a new heavy-duty mowing attachment for our existing tractor to handle Group E (Riverbank mowing). The contract has been advertised, and bids are due March 18, with an expected City Council award date of April 1. The mower attachment is planned for approval at this meeting as well.

***Prepared by: Patrick M. Lewis, P.E., Director of Engineering and Public Services***