

Best Management Practices

# Public Works



# Public Works Major Areas of Responsibility

- Organization and Strategic Planning
- Human Resources
- Occupied Facilities
- Finance
- Risk Mgmt / Legal
- Communications
- IT / Telecom
- Emergency Mgmt
- Safety
- Planning / Development
- Engineering / Design
- Bid Process
- Project Mgmt
- Right of Way Mgmt
- Utility Coordination

- Facilities Mgmt
- Equipment & Fleet Mgmt
- Parks, Grounds and Forestry
- Solid Waste Mgmt
- Solid Waste Collection
- Solid Waste Recycling & Reuse
- Solid Waste Disposal
- Street Maintenance
- Street Cleaning
- Snow Removal and Ice Control

- Storm Water and Flood Management
- Potable Water
- Wastewater Collection and Conveyance
- Wastewater Treatment and Disposal
- Traffic Operations
- Parking

# Organization and Strategic Planning

- Description of Department (Descriptive Organizational Chart)
- Policies and Practices of Department are documented & reviewed
- Code of Ethics is adopted and supported
- Strategic Plan for Department
  - Levels of Service
  - Planning Goals and Objectives
  - Plan Monitoring
  - Plan Documentation
- Inter relationship with Communities plan is documented

# Human Resource Management

- Position classification system is in place w/ descriptions
- Total compensation plan is in place and reviewed periodically
- Leave reporting system
- Personnel rules and workplace conduct are defined
- Career development plan for management and personnel
- Recruitment plan
- Performance Review
- Discipline Process

# Occupied Facilities

- Condition assessment process
- Security and Accessibility
- Storage both material and all weather
- Employee space for meals / breaks / meetings / legal postings
- Ergonomic considerations
- Code compliance for fire / life safety / alarm testing

# Finance

- Budgeting – prep, review, reports, cost controls, rate setting, forecasting
- Capital Improvements
- Supplies and Services
  - Contract mgmt., alt service delivery options, sustainability principles
- Asset Management
- Property Mgmt
  - Property record maintenance
  - How to acquire and dispose of right of ways

# Risk Management & Legal Matters

- Claims Management Process
- Workers Compensation Claims
- Accident and Injury Reporting process and training
- Legal review process for contracts, permits, resolutions & ordinances
- Depositions
- Legal records and records retention



# Communications

- Process for communications w/ Board, Public and Media
- Policy exists for how service requests are received and documented
- Inter and Intra Agency communication is coordinated
- Staff meetings are established and routine to facilitate information
- 24 hour emergency telephone access is in place
- Service area maps exist and are updated



# Information Technology

- Process for data and record management
- Plan for hardware and software acquisition and maintenance
- GIS information is available, maintained and updated
- User needs responsibilities and evaluation process
- Data is secured
- Training is provided



# Emergency Management

- Hazard mitigation plan is in place with Public Works roles
- Exercise drills and training plan
- Resource management plan for supplies, equipment and services
- Employee contact information updated
- Facilities are identified and prepared
- Documentation for cost recovery

# Safety

- Safety manual that outlines the program
- Specific policies on Lock Out Tag Out, Excavation, Confined Space, Hazardous Material handling and Personal Protective Equipment
- Measures and reports are generated and kept current
- Award / Recognition system is developed

# Planning and Development

- Infrastructure
  - Land use and zoning influence
  - Subdivision regulations and impact on operations
  - Plan reviews and design practices
  - Maintenance, improvements and replacement
- Feasibility studies
- Transportation Planning
  - Planning and coordination with agencies
  - Capital improvement planning
  - Infrastructure asset inventory and management / maintenance planning

# Engineering Design

- Assigned Engineer for infrastructure design
- Criteria and Standards are established and adopted for all projects
- Projects are scoped with a process and schedule
- Design work entails surveying, preliminary design, review and final design with a quality assurance / inspection component
- Mapping is updated and made public

# Bid Process

- Legal requirements are outlined
- Public advertisements are understood
- Pre-Proposals and Pre-Bid meetings are standard
- Process included for contractor qualifications
- Bid Opening process
- Evaluation timeline is clear
- Bid Award / Rejection process



# Project Management

- Communication with contractor process includes:
  - Monitoring, preconstruction conference, notice to proceed, details on mobilization
- Project Control
  - Work zone management, inspection and material testing, payment method
- Change order process is defined
- Project Close Out
  - Form of acceptance, gurantees/ warranty period, final records, conflict resolution process

# Right of Way Management

- Permit process
- Public information on guidelines and codes to work within
- Form to track and inspect
- Coordinated with One Call
- Open cut process



# Utility Coordination

- Liason established for all public and private utilities
- Policy for location of all utilities
- Long range planning is coordinated with utilities
- Utility maps and records are updated and available
- Safety in excavation is promoted among all utility owners
- One Call is recognized by all utilities as central locating



# Facilities Management

- Scope of responsibilities is defined
- Building complies with all local, state and federal regulations
- Inventory of equipment/supplies and condition assessment performed
- System for requests for maintenance
- Preventative Maintenance plan and schedule
- Process for emergency repairs
- Energy consumption reports
- Custodial methods established and inspected



# Equipment and Fleet Management

- Replacement policy w/ parameters and analysis including inventory
- Specifications for bid are reviewed and updated
- Fuel facility inspected and maintained. Fuel tracking system.
- Parts and warranty tracking system
- Preventative Maintenance program documented. Condition monitoring.
- Process for emergency repairs and priorities.



# Parks, Grounds and Forestry

- Tree Care Program. Inventory, planting and pruning guidelines, rules for transplants, disease & insect control and removal
- Turf management. Turf inventory, mowing, inspection, fertilization and disease/insect and weed control plan.
- Irrigation. Design and system maintenance.
- Playground and recreational amenities. Plan for design process, inspection and maintenance plan.



# Solid Waste Management

- Solid waste plan reviewed periodically.
- Plan for source reduction.
- Monitor collection and identify solid waste generators.
- Maintain environmental compliance.
- Provides for household hazardous waste disposal.



# Street Maintenance

- Street and Highway facility inventory
- Condition assessment system / pavement management system
- Operations and maintenance responsibility assigned
- Standards for operations and maintenance and inspection
- Record maintenance on work performed
- Inspection plan for curbs, basins, inlets, gutters and sidewalks
- Policy in place for guiderails and attenuators



# Street Cleaning

- Program details major components
  - Planned route, scheduling
  - Environmental compliance
  - Leaf collection and debris collection
  - Dead animal collection
  - Receptacle management +



# Snow and Ice Control

- Plan for procedures and processes that layout expectations
- Storm warning notifications and weather information
- Personnel, material management, equipment, calibration, route design and assmts, storage of snow, damages to equipment and public claims, parking limitations



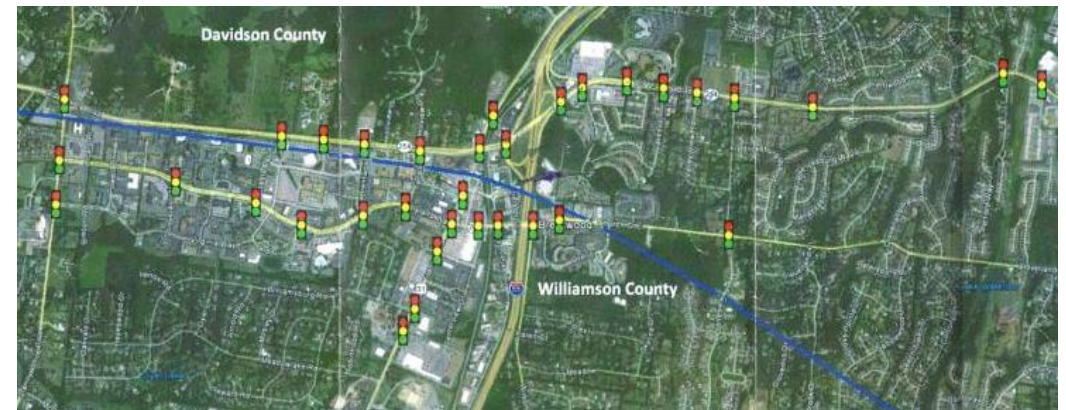
# Stormwater and Flood Management

- Service levels established around storm magnitudes
- Water quality
- Cross connection handling
- Inventory of system and condition assessment
- Ordinance and bylaws governing
- Public and Private ownership responsibilities / inspection procedures
- Public education and outreach



# Traffic Operations

- Policy and procedures manual for signals and signs
- Device selection and installation
- Permitting new signals
- Street sign policies for new and existing
  - Installation hardware, location, style and reimbursement
- Street name signs
- Road closures and temporary signal outage plan
- Traffic calming
- Street light maintenance
- Roadside memorials



# Thank You



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