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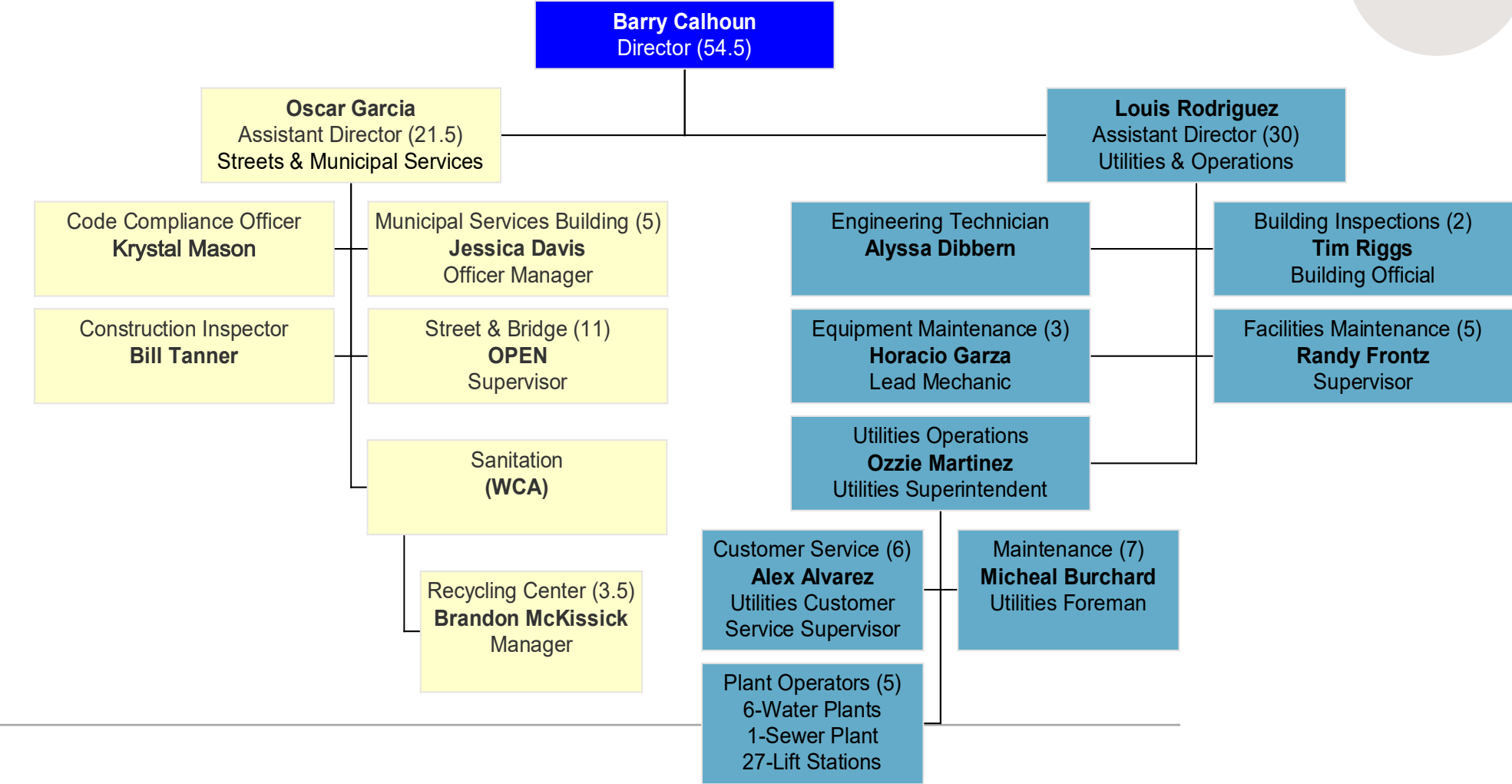


What Does Public Works Do?

- The City of Bay City Public Works Department provides many of the basic services needed for the daily lives of everyone who lives and works in Bay City. The department is primarily responsible for the administration, planning, maintenance, construction management and technical engineering of the City's infrastructure. This includes 7,500 Water Meters, 596,640 LF of Water Distribution Lines, 407 Fire Hydrants, 393 Water Main Valves, 570,240 LF of Wastewater Collection Lines, 969 Sewer Manholes, 27 Sewer Lift Stations, the production and distribution of over 842 million gallons of water per year and the treatment of over 548 million gallons per year of wastewater. It also includes the maintenance of the City's 110 miles of roadway, and over 422,400 LF of drainage systems.
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Public Works Department Organizational Chart



Street, Drainage, Bridges

- Streets Repairs/Rehab
- Manhole Repairs
- Drainage Maintenance
- Traffic Control
- Street Signs
- Striping
- Driveway Culvert Installs
- Brush Site
- Tree Trimming
- Mowing
- Mosquito Spraying
- Vegetation Control
- Erosion Control



Other Municipal Support Services

- Municipal Customer Services
- Code Compliance
- Construction Inspections
- Sanitation
- Recycling Center
- City Planning
- Building Permits
- Engineering Technician
- Facilities Maintenance
- Equipment/Fleet Maintenance



Utilities Operations

- Utilities Customer Service
 - Utility Billing Service Requests
 - Meter Reads
 - Meter Box Maintenance
 - Curb Stop Replacements
 - Sewer Stops
 - After Hour/Weekend Callouts
 - Assist Utilities Maintenance on Repairs
- Utilities Maintenance
 - Water Line Repairs/Replacements
 - Sewer Line Repairs/Replacements
 - Locates
 - After Hour/Weekend Callouts
- WWTP
 - Wastewater Treatment Plant
 - 5 Water Plants (6 Wells)
 - 27 Sewer Lift Stations
 - After Hour/Weekend Callouts



Examples of Water Leak Repairs



Examples of Water Leak Repairs



Examples of Water Leak Repairs



Examples of Water Leak Repairs



Status on Water Leaks

- Open Water Work Orders:
 - Main Line Breaks: 23
 - Service Line Leaks: 71
 - Replace Water Lines: 9
 - Repair/Replace Fire Hydrant: 3
 - Meter Box Issues: 3
 - Post Job Cleanup Activities: 3
 - New Taps: 31
- Open Sewer Work Orders:
 - Sewer Line Rehab: 12
 - Manhole Rehab/Replace: 730



Utilities Customer Service Resources

- Utilities Customer Service
 - Current Staff
 - Supervisor
 - Maint Tech I – 2
 - Current Budgeted Positions
 - Supervisor
 - Maint Tech II
 - Maint Tech I
 - Positions Needed
 - Supervisor
 - Maint Tech II – 2
 - Maint Tech I – 2
- Other Activities Utilities Customer Service Should Be Performing:
 - Fire Hydrant Inspections/Maint
 - Exercise Water Main Valves
 - Manhole Inspections
 - Monthly Flushing
 - Pre/Post Job Activity Inspections
 - Grease/Sand Trap Inspections
 - Outfall Inspections
 - Surveys (Valves, Sewer MH, Stormwater MH)



Utilities Maintenance Resources

- Current Staff

- Supervisor
- Crew Leader
- Maint Tech I
 - Production: 1 Leaks/Day (when not reading meters/disconnects & reconnects)

- Current Budgeted Positions

- Supervisor
- Crew Leader – 3
- Vactor Truck Operator – 1
- Maint Tech II – 2
- Maint Tech I – 2
 - Production: 6 Leaks/Day (if full & not working on sewer issues)

- Positions Needed

- Supervisor
- Vactor Truck Operator – 1
- Crew Leader – 3
- Maint Tech II – 2
- Maint Tech I – 4
 - Production: 6 Leaks/Day (if full & not working on sewer issues)



Department Challenges

- Utilities Customer Service

- Open Positions: 1
- Low Pay/Employee Retention
- Applicant Selection/Poor Work Ethic & Experience (City & Contractors)
- TCEQ Licensing
- Neptune Data Collectors Unreliable
- Over 3,000 Manual Reads/Month & Over 200 Disconnects/Month
- Takes 2 Weeks to Complete Reads
- Takes 1 Week to Complete Disconnects
- Utility Billing Service Requests
- Weather Conditions
- Pump Water From Meter Box
- Can't Access or Locate Meters

- Utilities Maintenance

- Open Positions: 6
- Need 3 Crews to Keep Up
- Low Pay/Employee Retention
- Applicant Selection/Poor Work Ethic & Experience (City & Contractors)
- TCEQ Licensing
- Job Physically Demanding & Stressful
- Locates Can Take Several Days
- Out of Date Utility Grid Maps
- Location of Utilities Not Uniform (Underneath Roads, Backyards, etc.)
- Time to Complete Repairs is Unpredictable
- Assist Utilities Customer Service w/Meter Reads Monthly
- Emergency Repairs



Department Challenges, con't

- Solutions to Discuss:
 - Employee Selection
 - Need Additional Positions
 - Develop Formal Training Program
 - Continue to Monitor Pay Scale
 - Increase Repair & Maintenance Budget
 - Utilize Contractors for Emergency Repairs & for High-Risk Repairs
 - Funding Options for Large Capital Projects
 - Public Education



Department Actions

- How Are We Handling It:
 - Crews Working Overtime
 - Pull Employees from Other Divisions
 - Employees On-Call Multiple Weeks Sometimes Back-to-Back
 - Supervisors Jumping In The Hole As Well
 - Utilizing Contractors thru Cooperative Purchasing Programs
 - Utilizing Office Staff To Contact Customers to Provide Updates



How Can City Council Help

- Support Staff w/Enforcing City Ordinance, TCEQ Rules & Regulations, etc.
- Consider Utility Rate Adjustments to Help Fund Capital Projects and M&O Cost.
- Assist City Staff w/Public Education (One Message/One Voice)
- Attend Knowledge Base Sessions to Learn About Public Works
- Promote/Advertise City Projects (Our City Working For You)



Comments/ Questions?

