

**PUBLIC WORKS DEPARTMENT
ANNUAL REPORT
2015**

The four (4) divisions of Public Works provide services focused on meeting the Building, Engineering, Health and Street needs of a continually evolving city. On any given day the teams are balancing resources to deliver proactive services as well as on-demand services associated with emergencies and complaints.

This annual report provides a snapshot of 2015, some comparative looks at year-to-year trending, a look forward at challenges facing the department and some continuous improvement opportunities.

Contents

[STREET DIVISION](#)

[Summary Report](#)

[OPERATIONS FISCAL YEAR 2015](#)

[Supervision of Contract Construction:](#)

[Capital Additions:](#)

[HEALTH DEPARTMENT – 2015 Fiscal Year Report](#)

[ANIMAL CONTROL](#)

[VECTOR CONTROL](#)

[PROPERTY MAINTENANCE](#)

[RECYCLING](#)

[SENIOR BUS TRANSPORTATION](#)

[ENGINEERING DIVISION](#)

[Office Engineering Programs:](#)

[FY'2015 Sidewalk Trip Hazard Removal Program:](#)

[Street Light Inspection Program](#)

[Metropolitan St. Louis Sewer District \(MSD\)](#)

[Other Related Engineering Projects:](#)

[Upcoming Engineering Projects/Programs for FY'2016:](#)

[Capital Additions from FY'2015:](#)

[BUILDING DIVISION](#)

[ANNUAL REPORT FISCAL YEAR 2015](#)

[YEAR IN REVIEW 2015](#)

[EXTERIOR PROGRAM](#)

[MINIMUM HOUSING](#)

[BUILDING PERMITS](#)

[WORK ORDERS](#)

[CALLOUTS](#)

[YEAR-TO-YEAR TRENDING](#)

[PROACTIVE SERVICES](#)

[EMERGENCY SERVICES](#)

[ADMINISTRATIVE SERVICES](#)

[IMPROVEMENT OPPORTUNITIES](#)

[FILEMAKER PRO DEVELOPMENT](#)

STREET DIVISION

Summary Report

Gary Meyer, Street Superintendent

The City's Street Department maintains 168 miles of streets valued at roughly \$85,000,000. The Street Department is responsible for snow removal and performs basic maintenance and repairs of these streets, consisting of base repairs, pothole patching, mudjacking, crack sealing, asphalt patching, concrete replacement, curb and gutter repair, sign repair and replacement. The Street Department oversees \$1,400,000 in street replacements/repairs by contractors each year, as well as major street/stormwater projects.

The City has one street sweeper which is in operation all year, weather permitting. All streets are swept on a regular basis with the frequency being approximately every eight weeks. Main

streets and problem areas are swept more frequently. In order to keep our city as clean as possible, raking leaves and other yard waste into the street is prohibited.

The Street Department crews maintain and repair thousands of signs throughout the City. Damaged or faded signs, in many cases, can be replaced or repaired in a very short time.

The Street Department continues to do all repairs to broken sewer laterals under the Sewer Lateral Insurance Program (SLIP).

The Street Superintendent is a member of the Mayor's Advisory Traffic Commission which is comprised of nine residents (one from each ward), a police officer, and the Street Superintendent. The clerk in the Street Department is also a member of the Traffic Commission as the Recording Clerk. They attend all meetings and are involved in decisions made by this Commission. The Traffic Commission meets the second Tuesday of each month at the James J. Eagan Center at 7:00 p.m. to review various traffic-related requests and situations within the City.

OPERATIONS FISCAL YEAR 2015

| <u>Maintenance:</u> | 2013 | 2014 | 2015 |
|---|-----------|-----------|---------|
| Crack Sealing | | | |
| - Streets Miles Sealed | 25.3 | 26.3 | 23.4 |
| - Gallons of Asphalt Applied | 5,127 | 5,127 | 4,176 |
| Ice & Snow Removal | | | |
| - Number of Storms | 7 | 16 | 14 |
| - Tons of Salt Applied | 1,502 | 3,267 | 2,104 |
| - Gallons of Calcium Chloride Used | 0 | 28,410 | 12,416 |
| - Overtime Man Hours Required | 653 | 2,436 | 1,757 |
| - Cost of Storms | \$143,073 | \$365,456 | 251,306 |
| Concrete Pavement Replaced by City Forces | | | |
| Sq. Yds streets | 830 | 740 | 650 |
| SF. sidewalks | 3800 | 250 | 300 |
| Street Sign Repair/Replacement | 271 | 259 | 256 |
| Street Marking | | | |
| - Crosswalks (Each) | 81 | 81 | 81 |
| - Centerline (LF) | 128,587 | 128,587 | 128,587 |

| | | | |
|--------------------------|----------|----------|----------|
| Street Sweeping | | | |
| - Curb Miles Swept | 3,145 | 3,230 | 2,870 |
| - Days Swept | 185 | 190 | 170 |
| Service Requests | | | |
| - Curb Repair | 23 | 24 | 16 |
| - Pot hole repair (Tons) | 512 | 343 | 620 |
| - Miscellaneous | 615 | 706 | 572 |
| - Tree Limbs, calls | 100 | 59 | 52 |
| Vehicle Maintenance | | | |
| - Preventive Maintenance | 249 | 238 | 258 |
| - Work Orders | 622 | 672 | 625 |
| Sewer Laterals | | | |
| - Excavations | 152 | 103 | 115 |
| - Total Cost | \$69,652 | \$41,228 | \$49,472 |

Supervision of Contract Construction:

| | |
|--|-----------|
| - Concrete Slab Replacement - FY 2015- 18 Streets totaling 11,010 sq.yds.at a cost of | \$549,421 |
| - Surface Sealing - 102 streets totaling 491,183sq. yds. of slurry seal covering 23.4 miles at a cost of | \$799,629 |
| - Major Repairs/Asphalt Overlays - 3 streets totaling 2,482 tons of asphalt, 931 sq. yds. of concrete. | \$222,124 |

Capital Additions:

| | |
|-----------------------------------|-----------|
| 1 Salt truck w/ spreader and plow | \$138,000 |
| 1 ½ Ton Pickup truck | \$25,000 |
| <u>Total capital additions:</u> | 163,000 |

Coordination with the Metropolitan St. Louis Sewer District:

Review and inspection of 16 calls and 12 letters issued regarding residential concerns.

Other Accomplishments:

Evaluate and rate all city owned streets consisting of 839 records covering 168 miles.

Review of 19 traffic related items presented before the Traffic Commission.

HEALTH DEPARTMENT – 2015 Fiscal Year Report

Greg Koester, Health Foreman
Frederick Schaljo, Class “A” Health Officer

The City’s Health Division is a small department with many responsibilities. The Health Department’s main task is to provide residents with a clean and safe community in which to live. Health Officers enforce city codes relating to property maintenance, educate and assist residents with rodent problems, provide mosquito control, clean-up and maintain derelict properties and provide animal control services to our residents.

The City of Florissant encourages curb-side recycling for our residents. This service is free to all residential houses by our waste hauler. Recycling will reduce the amount of waste in our landfills and lessen our impact on the environment.

Health Department personnel also operate and maintain the city’s senior resident transportation service known as F.L.E.R.T. (Florissant Local Elderly Resident Transportation). The city has two (2) full-time busses that run weekdays transporting residents to and from the grocery store, hair appointments, doctor appointments and the like. In addition the city maintains two (2) larger trip busses that can be utilized by senior citizen clubs for out of town excursions. The busses are also used during city festivals, parades and for emergency purposes if needed. We have also acquired an ADA van, which is used periodically when needed.

Various Health Department personnel must possess and maintain a Commercial Driver's License and officers must maintain a Public Health license issued by the State of Missouri Department of Agriculture. Various personnel are members of (MACE) Missouri Association of Code Enforcement and (MACA) Missouri Animal Control Association. Personnel also serve on various commissions. The Environmental Quality Commission meeting is attended by a Health Foreman and the department’s secretary, who also serves as the recording clerk. The EQC meets the third Wednesday of every month at the James J. Eagan Center at 7:00 p.m. to discuss environmental topics and ways the city can help reduce our impact on the environment.

ANIMAL CONTROL

Located within St. Ferdinand Park is the city's animal shelter. Full-time and part-time Health officers maintain this facility 7 days a week. In 2015 personnel have responded to 1,570 calls for service regarding animal control throughout our neighborhoods. 353 animals have been reunited with their owners while 117 have found new homes through adoption. 213 animals were transported to St. Louis County's animal facilities where they may again be placed for adoption. Officers have also handled 148 requests for live traps to help residents deal with nuisance wildlife issues.

VECTOR CONTROL

In 2015 Health Officers answered calls for service regarding rodent and mosquito/stagnant water complaints. Health Department personnel rendered assistance to 255 residents, helping them to control and/or eliminate rodent and mosquito activity around their homes.

Mosquito control began with larviciding the last week of April 2015, using six (4) 40 pound sacks of Teknar G throughout the season. This product is used for treating stagnant bodies of water found in derelict pools, ponds, roadside ditches, etc. The adulticiding phase, otherwise known as mosquito fogging, began the third week of May 2015 with spraying taking place late in the evenings. 550 gallons of Anvil 2+2 ULV solutions were used to help control the adult mosquito population.

PROPERTY MAINTENANCE

Our Health Department is very pro-active about trash and weed problems. Enforcing the city's public nuisance ordinance is a must in order to maintain a safe and clean environment. Unfortunately there are times where the city must take corrective action in order to bring a property into compliance with city codes. This year 2,106 complaints/violations were investigated. As a result of these investigations city personnel took action to remove trash/garbage from 284 properties. Mowing and trimming action had to be taken on 723 properties. Of these 1,007 properties maintained by the city, 226 were vacant properties. Our vacant properties have increased by 2 to 2-1/2 % from 2014.



Health personnel continue to pick up trash along our city streets, state and county highways and Metro bus stops.

RECYCLING

In 2015, our city's waste hauler, Meridian Waste, has reported that residents have recycled 2586.49 tons of material that have been picked up curbside. Meridian Waste also reports 13722.45 tons of trash & 12478 cubic yards of yard waste had also been collected. The City of Florissant Health Department continues to distribute 64 gallon recycling totes free of charge to city residents. In 2014 personnel distributed 639 recycling totes. The Health Department also delivered an additional 352 recycling totes in 2015.



SENIOR BUS TRANSPORTATION

The senior citizen bus transportation service known as F.L.E.R.T. continues to thrive and offer residents a way of getting around town. Senior citizens or senior citizens that are physically challenged can call and obtain rides to the grocery store; hair cut appointments, doctor appointments, etc.

The city's two (2) F.L.E.R.T. busses have logged a total of 23,068 city miles while transporting 5,559 passengers.

The city's two (2) larger trip busses have logged a total of 8,497 miles while transporting some 7,183 passengers from various senior citizen organizations to and from out-of-town trips, bingo club gatherings, etc.

The city's new ADA van logged a total of 3,109 miles while transporting 623 passengers.

ENGINEERING DIVISION

Timothy J. Barrett, PE, CFM, City Engineer

The City's Engineering Division is responsible for assuring the quality of the City's infrastructure which includes all bridges, roads, sanitary and storm sewers, along with state and county highway projects through design and construction. Related programs consist of administering the Residential Sanitary Sewer Lateral Insurance Program, the Sidewalk Replacement Program, Street Light Inspection Program, regulating underground fuel storage facilities, the review and monitoring of new and existing subdivisions, various City Hall improvement projects, applying for various federal and state grants, in addition to, working closely with the Mayor, Economic Development Director, and the Building Division on all new developments in the City. The City's Engineering Division also maintains all City maps, information on all City owned buildings and structures, monitors and regulates all public right-of-ways and adheres to the residents inquiries on various engineering issues. A brief outline of the past year's highlights is as follows:

Office Engineering Programs:

| | <u>2015</u> | <u>2014</u> |
|---|--------------------|--------------------|
| • Excavation Permits Issued & Inspected | 207 | 226 |
| • Stations Notified of Annual Underground | | |

| | | |
|---|----|----|
| Storage Tank Certifications Due | 20 | 20 |
| • Floodplain determinations rendered | 61 | 58 |
| • Major Land Disturbance Permits | | |
| - Reviewed: | 3 | 6 |
| - Issued and inspected | 2 | 6 |
| • Investigated Residential Storm Water Concerns and Forwarded to the Metropolitan St. Louis Sewer District (MSD) if necessary. | | |
| • Investigated Right-of-Way Hazards. | | |
| • Administered the annual Bridge Repair program which featured chip sealing, joint and concrete sealing of 9 bridges, the replacement of the Rogers Lane footbridge and overgrowth removal. | | |
| • Received, and recorded two (2) letters of Map Amendments from the Federal Emergency Management Agency (FEMA). | | |
| • Provided Administrative Review for nine (6) Subdivision Applications including: | | |
| - 1 Major Subdivision | | |
| - 5 Boundary Adjustments | | |
| • Continued the 15th year of the Residential Sanitary Sewer Lateral Insurance Program (SLIP). | | |

On April 4, 2000, the citizens of Florissant approved the SLIP on the Florissant City election ballot. On January 1, 2001, the Engineering Division began implementing the City's new SLIP.

The Residential Sanitary Sewer Lateral Insurance Program - covers the cost of repairing a defective residential sewer lateral in the City of Florissant. Under this program, homeowners paid a \$28.00 ANNUAL FEE in 2012. This fee is included on the real estate property tax bills issued to homeowners in the City of Florissant each year. The annual fee establishes a fund that will cover the cost of repairing a defective sewer lateral. This program does not apply to commercial, industrial, or multi-family properties with more than six (6) dwelling units.

The residential sanitary sewer lateral that is covered under this program is the portion that runs from the Metropolitan St. Louis Sewer District's main sewer line up to within five (5) feet

of the residential dwelling unit. The homeowner is responsible for the cost of repair or replacement of their sewer lateral inside their home.

The program **does not cover** septic tank replacement, private treatment systems or the cost to replace any trees, shrubs, flowers, sod, decks, concrete work (**except for sidewalk and street work**), retaining walls, or out buildings that may be damaged during repair of the sewer lateral. This program **does not** cover the portion of the sanitary sewer lateral within five (5) feet, under and inside the residential dwelling unit.

The program **will** cover only sanitary sewer laterals that connect to the Metropolitan St. Louis Sewer District's main sewer system. The program is responsible for covering the repaired sewer lateral site with clean fill soil including seeding the area.

| | <u>2015</u> | <u>2014</u> |
|---|-------------|-------------|
| • Total Applications Received: | 144 | 130 |
| • Total Applications not Approved: | 30 | 17 |
| • Total Applications Approved | 109 | 113 |
| • Total Repairs Completed: | 111 | 113 |
| • Approved Repairs carried into next year | 5 | 5 |
| • Average Turnaround Time for Repairs: | 2 Weeks | 2 Weeks |
| • Average Cost for Sewer Lateral Repair: | \$1,096.51 | \$1,132.92 |

To find out more about the policies and procedures of the Florissant Residential Sanitary Sewer Lateral Insurance Program please access City of Florissant's website at www.florissantmo.com and click the Engineering Division under the Public Works Department on the homepage.

FY'2015 Sidewalk Trip Hazard Removal Program:

| | | |
|------------------------------------|---------------|----------------------------|
| - Sidewalk Grinding | (3,168 LF) | \$31,680.00 |
| - PCC 4" Sidewalk Replacement | (13,351.5 SF) | \$101,559.75 |
| - PCC 6" Driveway Walks | (2,044 SF) | \$16,727.00 |
| - PCC 7" Commercial Driveway Walks | (415 SF) | \$3,008.75 |
| - ADA-compliant sidewalk ramps | (4,979 SF) | \$65,037.50 |
| - Truncated Domes | (68 SF) | \$1,700 |
| | Total: | <u>\$219,713.00</u> |

Street Light Inspection Program

In 2015 the City began a street light inspection program in order to increase both safety and security on City streets, and the Engineering Division was tasked with managing the program. The primary goal of the program is to identify street lights that are not working properly or have been damaged in some way, and to coordinate with Ameren Missouri to have the lights repaired or replaced. Additionally, street lights that are obstructed by vegetation are identified and the City hires a contractor to remove the obstruction. Finally, areas that are in need of additional lighting are identified, and the Engineering Division works with Ameren Missouri as well as residents in the area to increase the brightness of the lights that are in the area, or add new lights as necessary. Statistics from the initial year of the program include:

- Lights out or not working properly reported to Ameren 183
- Lights that were blocked by vegetation that was then removed 110
- Lights or light poles that were damaged reported to Ameren 11
- New street lights installed 3
- New lights or improved light fixtures added to existing poles 27

Metropolitan St. Louis Sewer District (MSD)

The Engineering Division works with MSD representatives on various sanitary and storm sewer projects throughout the year. Projects impacting Florissant from the past year and the upcoming year are detailed below.

Projects under construction in MSD’s Fiscal Year 2015 (July 1, 2014 through June 30, 2015) were:

| <u>Fiscal Year</u> | <u>Type</u> | <u>Phase</u> | <u>Project Name</u> | <u>Construction Budget</u> |
|--------------------|-------------|--------------|---|----------------------------|
| 2015 | Wastewater | Construction | Bissell-Coldwater-Missouri-Meramec Public I&I | \$6,600,000 |
| 2015 | Wastewater | Construction | Brightwell I&I | \$800,000 |
| 2015 | Wastewater | Construction | Derhake I&I & Capri to Waterford Sanitary Relief | \$50,000 |
| 2015 | Wastewater | Construction | St. Marie Sanitary Relief | \$250,000 |
| 2015 | Wastewater | Construction | Coldwater Sanitary Trunk Sewer Section A Rehab | \$670,000 |
| 2015 | Wastewater | Design | Coldwater Creek Watershed I/I Removal – Sharon Study Area (N Lindbergh Blvd and Lindsay Ln) | \$300,000 |

Projects scheduled for construction or in design in MSD’s Fiscal Year 2016 (July 1, 2015 through June 30, 2016) were:

| <u>Fiscal Year</u> | <u>Type</u> | <u>Phase</u> | <u>Project Name</u> | <u>Construction Budget</u> |
|--------------------|-------------|--------------|--|----------------------------|
| 2016 | Wastewater | Construction | Florissant Public I&I | \$3,700,000 |
| 2016 | Wastewater | Construction | Florissant I&I | \$700,000 |
| 2016 | Wastewater | Construction | Duchesne & Gott I&I | \$770,000 |
| 2016 | Wastewater | Construction | Paddock Creek Private I&I | \$1,080,000 |
| 2016 | Wastewater | Construction | Brinwood I/I Reduction | \$950,000 |
| 2016 | Wastewater | Construction | Coldwater Sanitary Relief Section B, C, & Wet Weather Storage Facility Tank C | \$22,000,000 |
| 2015 | Wastewater | Construction | Coldwater Creek Watershed I/I Removal – Sharon Study Area | \$760,000 |
| 2016 | Wastewater | Construction | Newcastle I&I Reduction | \$70,000 |
| 2016 | Wastewater | Design | Coldwater Sanitary Relief Section B, C, & Wet Weather Storage Facility Tank C (Construction Engineering) | \$1,200,000 |
| 2016 | Storm Water | Construction | Desmet Industrial Court Lot 8 Bank Stabilization | \$545,000 |
| 2016 | Storm Water | Construction | Roanoke and Loekes Storm Sewer | \$250,000 |

County Highway Department Projects Reviewed and/or Coordinated

- Safety improvements, including the addition of a center left-turn lane to Shackleford Road from Charbonier Road to Humes Lane. Estimated start of construction in Spring of 2016.
- Construction of a Right-Turn lane from Howdershell Road (eastbound) onto Charbonier Road (southbound). Construction was completed in September 2015.

Other Related Engineering Projects:

- Designed and managed the construction of 4 post-tensioned concrete tennis courts at Tower Court Park.
- Managed the construction of the Nature Lodge Erosion Repair project which included construction of rock-lined swales to eliminate erosion risks to the Nature Lodge and the surrounding Sunset Riverfront Trail.

- Provided construction administration for the Vehicle Wash Facility project at City Garage.
- Served as Project Manager for the installation of new athletic lights for Fields 3 & 7 at St. Ferdinand Park.
- A new Flood Study and Flood Insurance Rate Maps (FIRMs) became effective on February 4, 2015. The Engineering Division issued notices to property owners impacted by the new maps.
- Recertified the City's Community Rating System (CRS) status as a Class 8 Community which saves property owners 10% on their flood insurance premiums annually.
- Continued to participate in the St. Louis County Storm Water Permit Phase II Steering Committee which established the goals and requirements of the new Storm Water permit. The City is a co-permittee with MSD, St. Louis County and the St. Louis County municipalities. This permit establishes a five-year plan for ensuring compliance with the Clean Water Act.
- Originally funded in FY'02 for the inception of the City's **Geographic Information System (GIS)**, the City originally contracted with St. Louis University, with the assistance of the Mayor and through the University's GIS Department, to begin creating a digitized web based map which serves as a building block for future geomedia additions. In 2015, the City contracted with University Geospatial/Geo Tec Associates (UGT) to add technical knowledge in software updates and system maintenance, assist the Police, Parks, Economic Development and Community Development Departments with various mapping needs, launch the City's Floodplain Viewer an interactive GIS interface, which can be reached from the City's website or by going to this address: http://gis.florissantmo.com/flexviewers/fr3a_CAG/. The City also has updated the public-view GIS interface which can also be reached from the City's website or at http://gis.florissantmo.com/flexviewers/flo2014_pvs_e1/
- Coordinated litter pickup efforts within the City as part of the "7^h Annual Confluence Trash Bash". Participated as a member of the Trash Bash Steering Committee.

Upcoming Engineering Projects/Programs for FY'2016:

The following is a preliminary list of projects/programs that will fulfill the duties in the 2016 fiscal year:

- Coordinate design and right of way acquisition services for the replacement of the St. Anthony Lane bridge over Fountain Creek. This project is scheduled for construction in 2017.
- Coordinate design for the N. Lafayette Street Reconstruction project which will repave the road, add sidewalks and storm sewers between N. Highway 67 and Washington. This project is scheduled for construction in 2018.
- Coordinate design services for the Robinwood Elementary Pedestrian Signal Replacement. This project will replace the out of date pedestrian signal on Derhake and remove ADA impediments at the crossing. This project is scheduled for construction in 2018.
- Apply for grant funds through East-West Gateway Council of Governments' Transportation Improvement Program (TIP).
- Plan and host a rendezvous and cleanup locations for the 8th Annual Confluence Trash Bash.
- Continued administration of the Residential Sanitary Sewer Lateral Insurance Program.
- Continued administration of the Street Light Inspection Program.
- Thorough inspection of all Citywide construction and public right-of-way projects for contractual and City Ordinance compliance.
- Processing of floodplain applications/permits when requested by new developments.
- Continue to resolve resident issues on various engineering inquiries.
- Continue to work with the Community Development/Housing Center Department regarding grant applications/floodplain issues in addition to various census and mapping issues.
- Complete all resident boundary adjustment property plat requests within a two turnaround.
- Update all changes and attend all meetings regarding the written Administrative Procedures for the National Pollutant Discharge and Elimination System Program Phases II and III.
- Continue to review and process Land Disturbance Permit applications and provide inspection of construction activities for permit compliance.

- Administer all MSD Storm and Sanitary Sewer Infrastructure Improvement Projects (Preliminary & Final Design Reviews, Construction Inspections & Closeout).
- Prioritize and submit residential storm water concerns to MSD.
- Continue to coordinate the upgrades of the ongoing GIS contract and to build future geomechanics concepts for the next fiscal year.
- Maintain current status for excavation permits.
- Attend Workshops and Conferences to keep City updated on latest Federal and State certifications and/or requirements.
- Receive and record Letters of Map Amendments from FEMA.

Capital Additions from FY'2015:

Engineering Division:

None

Sewer Lateral Division:

2.5 ton dump truck to replace S-21

BUILDING DIVISION

The mission of the Building Division is to enforce building codes, zoning codes and property maintenance codes in order to protect life safety and enhance the quality of life for the residents of the City of Florissant.

ANNUAL REPORT FISCAL YEAR 2015

SERVICES & INITIATIVES INCLUDED IN THIS SECTION:

- **Year In Review Snapshot**
- **Proactive Services** (Exterior Inspections, Minimum Housing, Building Permits)
- **Emergency Services** (Work Orders, Police & Fire Callouts, Utility services)
- **Support & Administrative Services** (Summons, Vacancy, Ordinance & Boards)
- **Improvement** (Process Improvement & FileMaker Pro Application Development)

The Building Department experienced another busy year. Previous staffing increases placed resources exactly where they were required, continuing to keep the wait time for inspections at a minimum. Response to complaints (work orders) remains at 2-3 days, and in some situations same day. Year to year charts have been provided to demonstrate the volume trending for each of the provided services.

A note of interest is the surge of complaints (work orders) early in 2015 that shifted our focus off proactive services and placed it to responding to the work orders. For this reason some progress was lost with regard to the proactive exterior program.

YEAR IN REVIEW 2015

PROPERTIES SUPPORTED (Per FileMaker Pro)

- | | |
|----------------------------|--------|
| ● RESIDENTIAL PROPERTIES | 18,347 |
| ● RESIDENTIAL MULTI-FAMILY | 707 |
| ● COMMERCIAL | 1,694 |
| ● SINGLE FAMILY RENTALS | 3,337 |
| ● APARTMENTS | 3,984 |

| | |
|---------------------------|---------------|
| ● CITY PROPERTIES | 49 |
| ● SCHOOLS | 44 |
| ● CHURCHES | 45 |
| ● APARTMENT OFFICES | 49 |
| ● UTILITY PROPERTIES | 26 |
| ● VACANT LAND | 161 |
| ● TOTAL PROPERTIES | 28,443 |

EXTERIOR PROGRAM

| | |
|---|--------|
| ● 1 ST LETTERS GENERATED | 1,750 |
| ● COMBINED INSPECTIONS (INCLUDES RE-INSPECTS) | 4,359 |
| ● EXTERIOR PROGRAM INSPECTIONS | 16,084 |
| ● SINGLE CYCLE SUCCESS RATE | 51% |

MINIMUM HOUSING

| | |
|--|-------|
| ● PROPERTIES INSPECTED | 3,383 |
| ● MH TRIPS (Includes 1,735 Re-Inspections) | 5,118 |
| ● 1 ST INSPECTION APPROVAL RATE | 49% |

BUILDING PERMITS

| | |
|-----------------------------------|--------------|
| ● TTL PERMITS PROCESSED 2015 | 3,962 |
| ● TTL DECLARED CONSTRUCTION COSTS | \$30,290,360 |
| ● TTL PERMIT FEES | \$277,438 |

WORK ORDERS

| | |
|-----------------------------|-------|
| ● TTL WORK ORDERS PROCESSED | 1,098 |
|-----------------------------|-------|

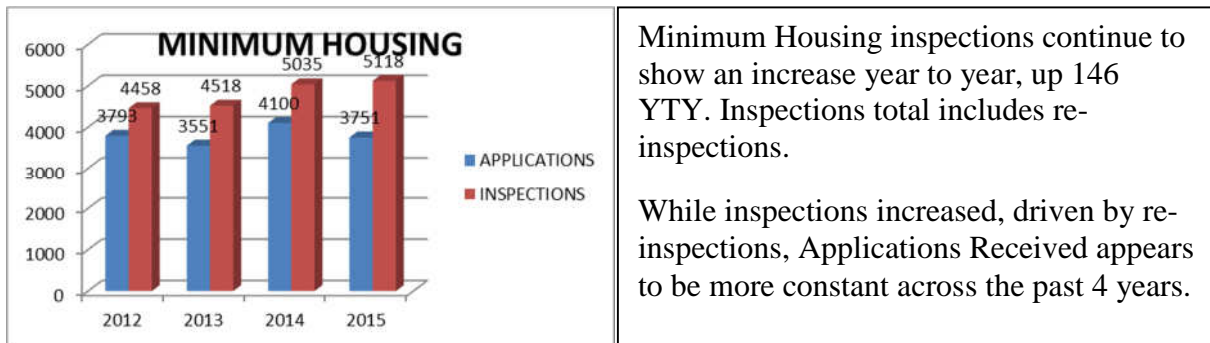
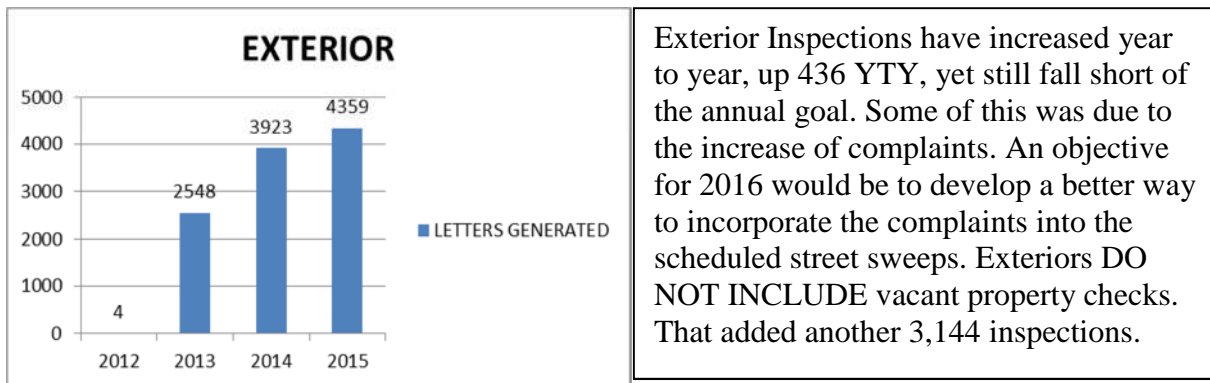
EMERGENCY CALLOUTS: (Initial Inspections Only)

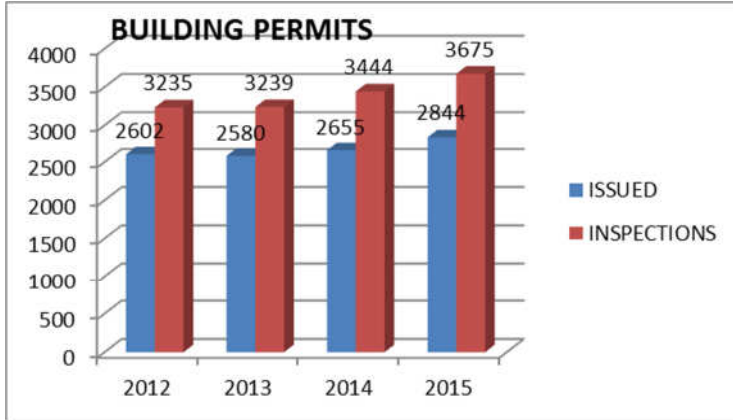
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|---------------------|----|
| ● FIRE | 22 |
| ● POLICE | 95 |
| ● UTILITIES | 21 |
| ● RENTAL VIOLATIONS | 35 |

YEAR-TO-YEAR TRENDING

In order to better understand the changing environment, year-to-year comparisons have been prepared for inclusion in this report. A significant challenge was encountered in 2015 with regard to maintaining focus on proactively delivered services while responding to an increasing number of complaint driven services. This is demonstrated by the increase in work orders processed through FileMaker Pro. The comparisons are provided.

PROACTIVE SERVICES





Building Inspections continue to increase year-to-year, up 231. The numbers include both inspections and re-inspection.

As would be expected, inspection totals follow the trend of permits issued.



The School District project is an example of the large and complex projects overseen by the city.

EMERGENCY SERVICES

These are services tailored to meet the needs of the Police and Fire Departments as well as citizen and City Council complaints. Normally assigned a higher priority, responding to these requests can have an impact on other lower priority activities. The categories of emergency work are presented in the following graphs.

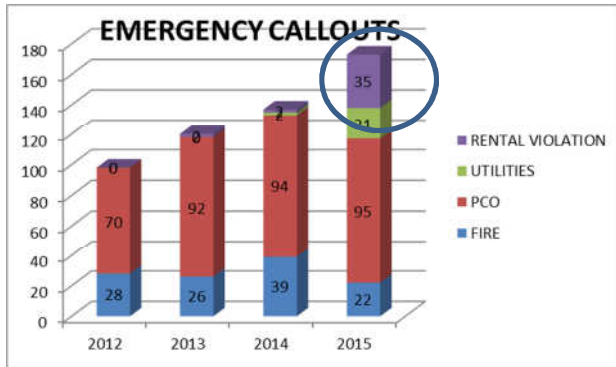
Complaints run from occupancy concerns to physical condition of properties. Roughly 80% of complaints result in finding code violations. Some complaints are unique and can require extended and multiple visit observations to detect unlicensed home businesses and other types of illegal situations. Many times it requires after-hours inspections, monitoring and appointments with citizens.

We provide 24 hour support to the Police and Fire Departments in order to assess health, safety and code issues that could negatively impact quality of life for our residents. During Police callouts we have identified all varieties of extreme situations many of which result in revoking legal occupancy. Many of these situations are resolved quickly while others may take months or years to come to full compliance. All issues are properly documented and monitored through to resolution by Public Works.

After the Fire Department allows the inspector(s) into the property a general assessment is completed to ascertain whether the property is habitable or has been rendered otherwise by the fire, smoke etc. Reconstruction is overseen by Public Works.



Work Orders have increased significantly. In addition to the 1,098 logged via FileMaker Pro there were email based complaints not included in these numbers. Most complaints result in violations written, also requiring re-inspections. An improvement opportunity would be to incorporate the complaints into the ward exterior program.



Fire Callouts spiked in 2014, falling back to more normal levels in 2015.

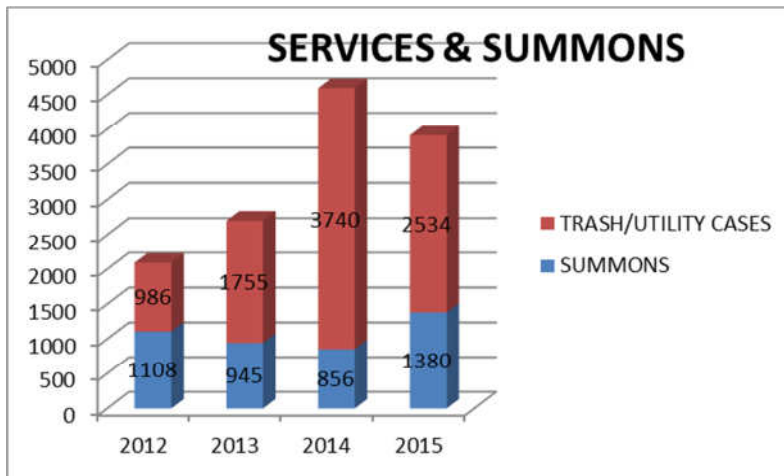
Police Callouts remain fairly constant the past three years.

Rental Violations have spiked due to a renewed focus on managing rental licensing.

ADMINISTRATIVE SERVICES

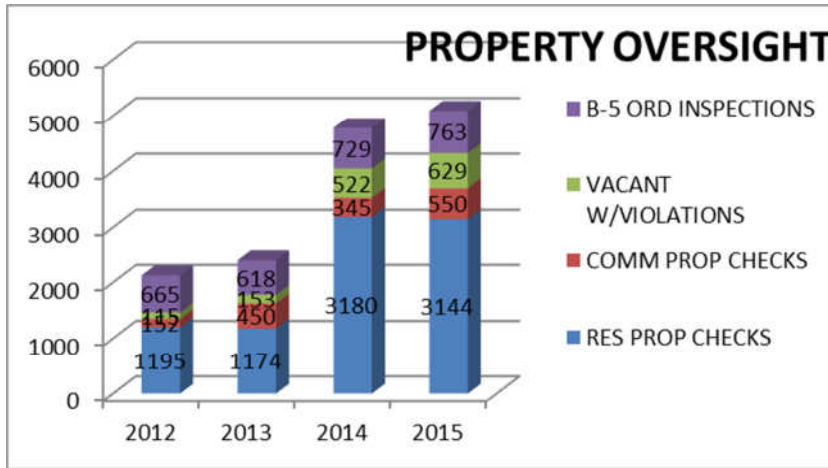
Significant administrative services are delivered daily. Virtually every field activity is preceded or followed by administrative services. These administrative services delivered by the Public Works Clerks are essential to drive cases to and through court, identify and track trash/utilities disconnects and oversee vacant properties.

In addition to the graphed services 67 cases (up 47) went before the Planning & Zoning Commission, 7 cases went before the Board of Adjustments and 1 case went to the Board of Appeals. There were 7 LDHC meetings, attended by Dianne Lehmann, also responsible for documenting these meetings and program. Without this team of talented and knowledgeable Clerical Professionals much of our success would not be possible.



Primarily driven by waste service notices a clerk monitors and initiates property checks in order to ascertain vacancy/occupied status.

Summons is the result of all inspections and callouts.



Residential Property Checks have increased the past two years and are not anticipated to drop any time soon, dependent on the housing market.

Vacant properties with violations also increased, consistent with the increase of vacancies.

IMPROVEMENT OPPORTUNITIES

Complaint Response: Complaints are essential and welcome, yet when received in volumes have a disruptive impact. Regardless of how determined the inspectors are to get out to all properties every year, the fact remains that sometimes problems are reported long before the scheduled street sweeps. The department will work this year to integrate the reported problem properties into the proactive Exterior street sweeps, perhaps prioritizing specific streets for earlier completion. In other words, if possible, schedule the ward street sweeps to focus where the complaints are. Streets without complaints would be completed later in the year.

Data Integrity: The database is growing in both content and importance. Keying/data input standards are essential. Launching in beta version has presented some issues that must be addressed through process mapping and procedure documentation.

FILEMAKER PRO DEVELOPMENT

Looking forward at the challenges associated with managing an exponentially growing paper file system, FileMaker Pro database was developed and implemented. A decision was made to launch in a beta version. In IT industry terms this means it is not complete, has some 'bugs' and needs further work. It is a standard practice to implement beta software. This is typically done because the benefits clearly outweigh the detriments. In this case the immediate benefits are clearly evident and the decision to implement was sound. Property information and history are

immediately available whether in the office or on the road. Records that historically could take days to update can be immediately updated from the field.

Detrimental is the fact that our process documentation was out of sync with database development. Purely a resource issue, meetings and documentation take significant time. This phase of a project can represent 60% or more of all project work. Current processes are now documented. These will be used to further develop and improve the FileMaker Pro database.

In 2015 a Steering Team was established to create and manage the continued development of the database. Additionally teams have met to document current processes and identify opportunities for improvement. The outcome is a list of 'bugs' and enhancements that will be used to prioritize future work. The team also identified some early deliverables focused on cost reduction and improved data integrity.

Very shortly, work will begin to eliminate volumes of paper printed each day to support a legacy paper-oriented process that, at best, is challenged to maintain daily pace.

The Steering Team has identified four immediate objectives for the project:

1- OFFICE TRACKER. This is a schedule that is printed every day, sometimes multiple prints. **This is now delivered** to the iPad via the internet, ELIMINATING the need and cost to print. Schedule changes can immediately be conveyed to all inspectors.

2- EXTERIORS. Stop printing file copies and copies for the 'popup' files. Popup files are used to manage scheduling. The plan is to use Filemaker Pro. This action requires development.

3- WORK ORDERS. Stop printing and filing paper work orders. Work orders would be entered into FileMaker Pro, placed on the schedule and updated directly from the field. We have the capability to do this now.

4- VACANT PROPERTY OVERSIGHT. The most challenging of all our current initiatives as this will require additional development time and cost to migrate this into the database. Currently the process is labor and paper heavy, fraught with the problems all the paper processes currently in place. While not only delivering cost savings this should improve revenues for vacant and vacant distressed properties. This is a large initiative and includes process development and software development.