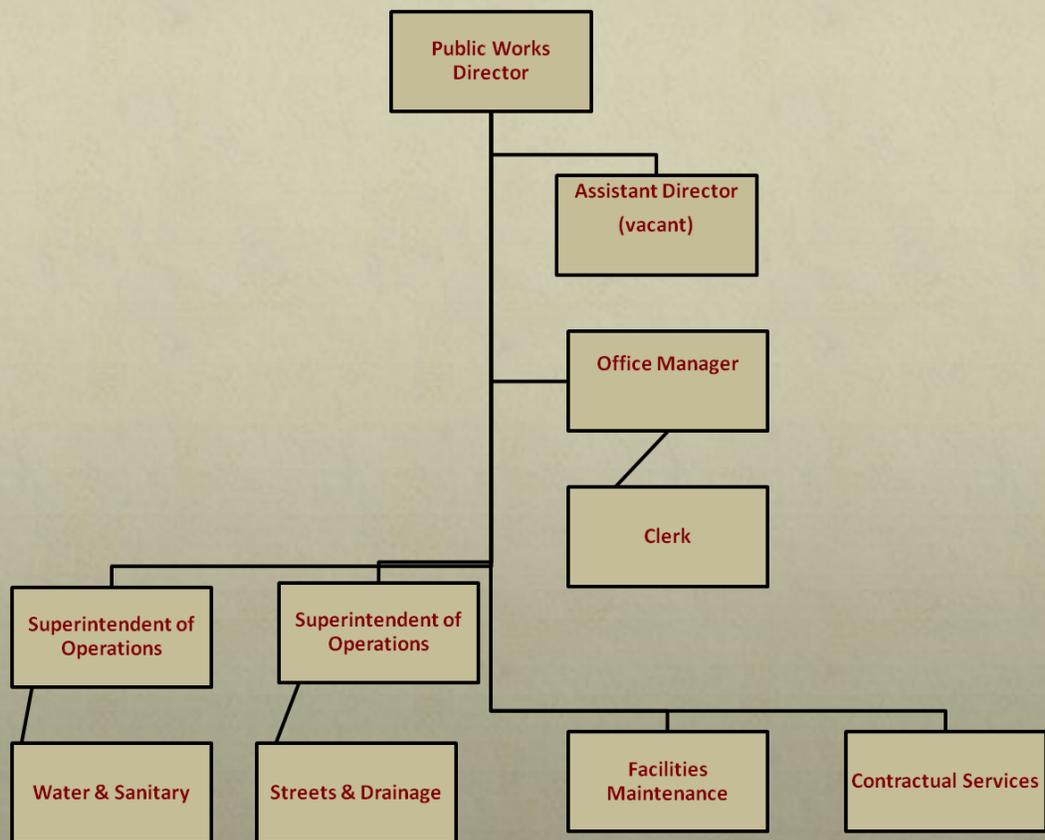


# Department of Public Works 2012 Annual Report

*“To provide comprehensive services to our residents and businesses by maintaining Village infrastructure and delivering services in a fiscally responsible manner”*

Public Works has continued street and sidewalk maintenance programs. Crack sealing was done on Orchard Lane and Hook Drive. Sidewalks were repaired in the Sutton on the Lake and Country Walk Subdivisions. Roads were patched on Melrose Ave., Hickory Ave., Turnbull Dr. and Woodridge Dr. Sanitary sewer pumps were repaired at the Oaktree Lift Station, Lakewood Lift Station and Countryside Lift Station. We continued our water meter replacement program by changing out meters in Meadow Green, Countryside and the majority of businesses to a more efficient radio read meter. Public Works personnel assisted with the Village's 75<sup>th</sup> anniversary celebration by installing 57 banners throughout the Village. A 24/7 electronics collection site was established at the Public Works yard. Public Works will continue to be proactive in its approach to maintaining infrastructure in a cost efficient manner and will continue to be responsive to the needs of the citizens and business owners.

*Gary Gramhofer*



**SERVICE MILESTONES**



Mario Ingoglia—15 years



Bill Mullenix—15 years



Daryle Shoulders—15 yrs.



Jeff Otis—10 years



Mike Spalla—10 years



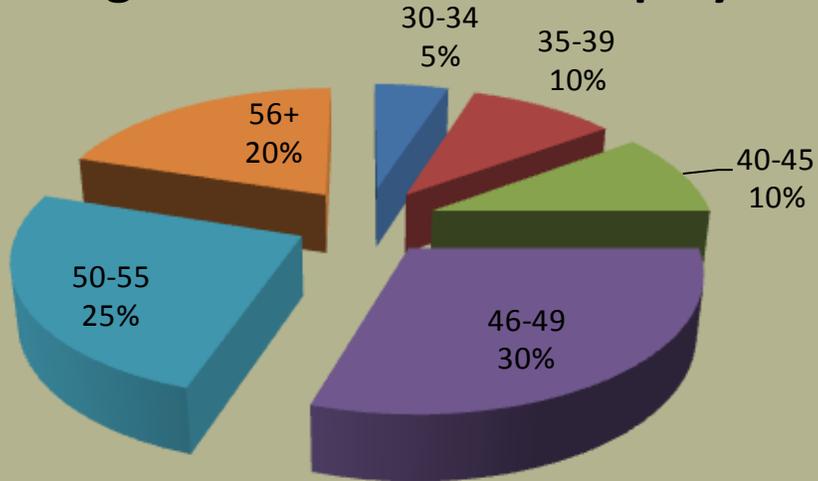
Kevin Williams—10 years

**ADMINISTRATIVE TEAM**

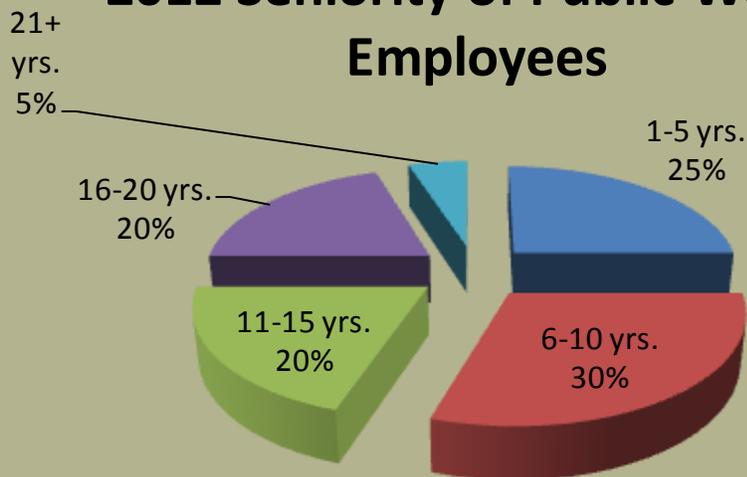
Public Works Administration Team is comprised of a Public Works Director, two Superintendents of Operations, an Office Manager, and a Clerk.

Public Works Administration directs, oversees and supports all activities of the Public Works Department. Responsibilities include establishing short and long term goals; budget preparation and management; developing work plans; federal, state and county regulatory compliance; plan review and site inspections of projects and developments; preparation of bid specifications; administration and management of all contracted services. Administration directly interacts with the public by addressing inquiries and scheduling work requests. Administration works closely with the Village's consulting engineer to coordinate capital improvement projects.

### 2012 Age of Public Works Employee

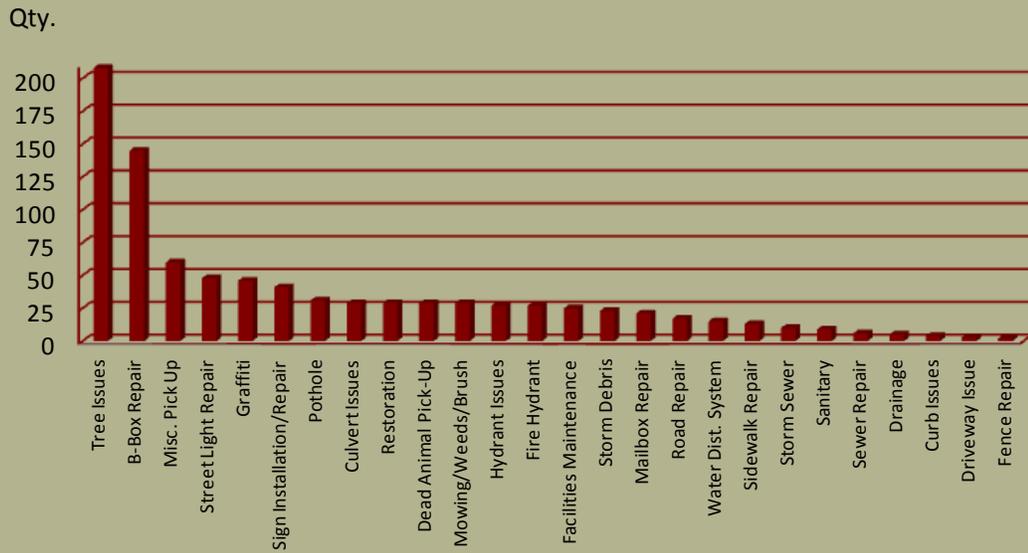


### 2012 Seniority of Public Works Employees



# ADMINISTRATIVE TEAM

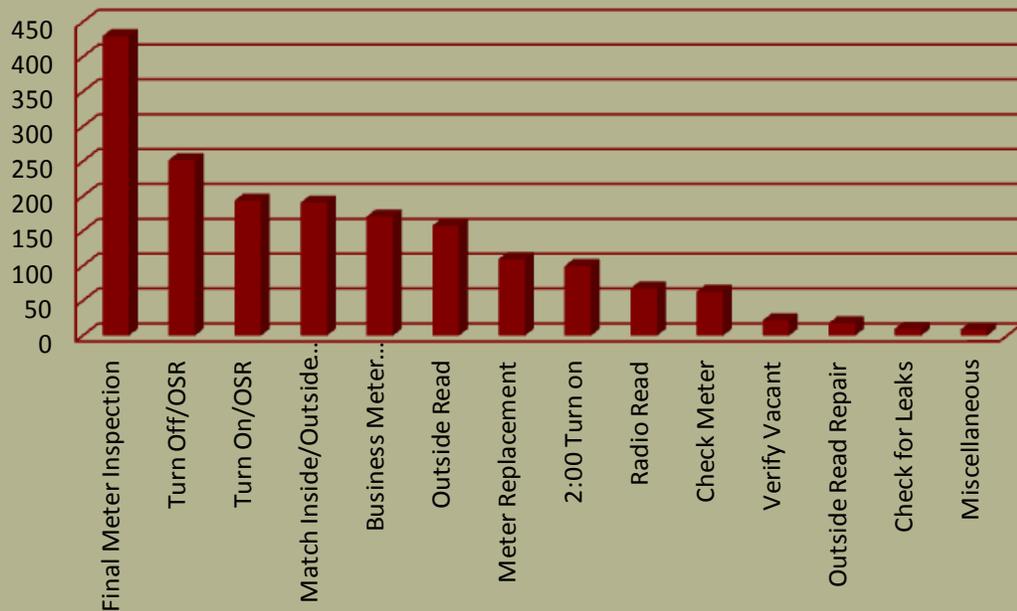
## 2012 Requests for Services



## ADMINISTRATIVE TEAM ACCOMPLISHMENTS

- Received and processed 6,912 customer service request phone calls.
- Received and executed 1,572 J.U.L.I.E. requests.
- Hired 3 part-time workers (6/4/12-8/22/12) at a total of 843 hours.
- Served as a worksite for the Lake County 19<sup>th</sup> Judicial Court Adult Probation Office. Received 275 hours of community service work.

## 2012 Work Order Requests



# WATER & SANITARY TEAM

The Water and Sanitary Team is responsible for managing the potable and sanitary collection systems in compliance with E.P.A. Regulatory Standards. The Water and Sanitary Team includes a State required licensed Water Operator.



Since 1992, the Village's potable water supply has been provided by the Central Lake County Joint Action Water Agency (C.L.C.J.A.W.A.) and the source is Lake Michigan. The Village's water distribution system also consists of six back up wells, two elevated tanks and one ground storage facility. The combined capacity of storage facilities is four million gallons.

The Water and Sanitary Team manages and maintains a water system consisting of 83 miles of various sized water distribution mains, and appurtenances intrinsic of 650 control valves, 967 fire hydrants, over 8,200 water services and metered accounts. The Village pumps an average of 1.981 million gallons per day. 725 million gallons of water passed through the Village water system during 2012.

The Village's sanitary collection system consists of 80 miles of various sized sanitary mains including seven sanitary wastewater pumping stations. Sanitary sewage is conveyed to the Northwest Fox Lake Water Reclamation District where it is treated and released. The Water and Sanitary Team's maintenance programs include regular jetting, flushing, and cleaning of sanitary sewer mains and customer service emergency response of sewer line blockages.

## WATER & SANITARY TEAM ACCOMPLISHMENTS



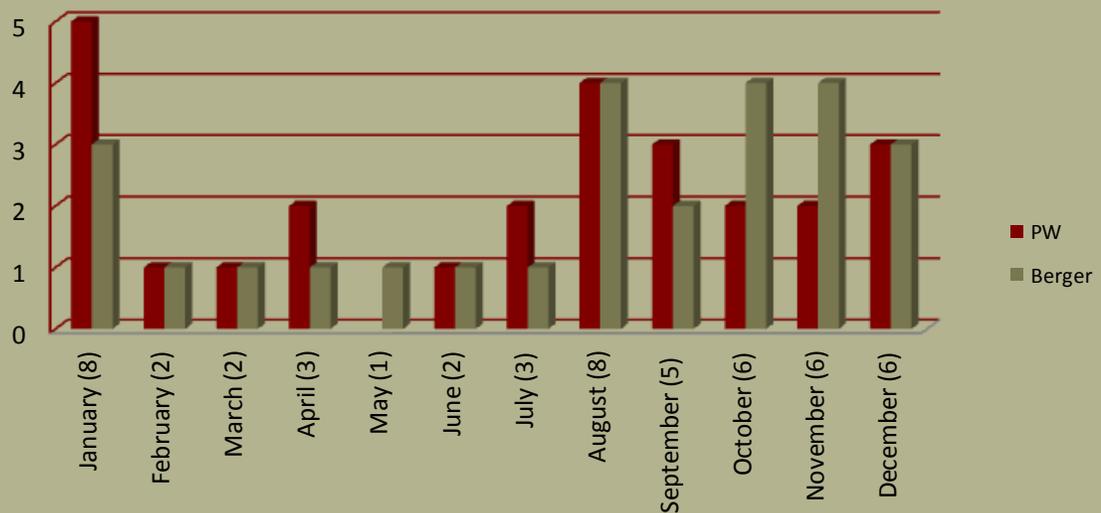
Identified and repaired 52 water main breaks. 26 repairs were done in-house and 26 repairs were done contractually.



# WATER & SANITARY TEAM

Description	Qty.	Unit
Sanitary sewer jetting/flushing preventative	109,424	LF
Sanitary sewer jetting/flushing (back-ups)	8,430	LF
Turn off notices delivered	2,638	EA
Fire hydrant flushing and inspections	909	EA
Valve exercising and inspections	791	EA
Remote pumping station facility inspections & documentations	744	EA
Meter striping	595	EA
Turn offs for Utility Billing	510	EA
EPA water quality sampling (bi-monthly, tri-annual, tri-ennial)	485	EA
Turn ons for Utility Billing	361	EA
Fire hydrant painting	343	EA
Fire hydrant maintenance and repairs	276	EA
B-box repaired	264	EA
Post project punch list inspections	171	EA
TV Storm & Sanitary	107	EA

### # of Main Breaks Per Month - 2012



# STREETS & DRAINAGE TEAM

The Street and Drainage Team is responsible for maintaining a clean, reliable transportation network that allows for the safe and continuous movement of vehicular and pedestrian traffic at all times. The major function of the Team is the inspection and repair of pavements, sidewalks, curbs, street lights, signage, storm sewer systems, ditches, swales, parkway trees and the 33 acre Hook Lake retention area. The Streets and Drainage Team is also responsible for park maintenance and graffiti removal.

The street network consists of 80 center lane miles of paved streets including 92 cul-de-sacs. The Team manages and maintains 2,300 various types of traffic signage, 500 street lights, and 4,500 storm drainage structures (inlets, catch basins).

## STREETS & DRAINAGE TEAM ACCOMPLISHMENTS

Description	Qty.	Unit
Pavement cold patching	6,059	EA
Pavement marking	2,450	LF
Aggregate shoulder maintenance and repairs	2,349	EA
Culvert/ditch/swale maintenance	2,195	LF
Pavement restorations	272	TON
Concrete sidewalk/curb repairs & replacements	233	SF
Street light repairs and replacements	188	EA
Street signage repairs and replacements	110	EA
Graffiti removal	67	EA
Storm manhole/inlet structures inspections and maintenance	48	EA
Mailbox Repair/Replacement	26	EA
Retention/detention pond maintenance and repairs	18	EA
Road culvert inspections and maintenance	12	EA
Storm main jetting/flushing	8	EA
Flood Control	6	EA
Residential culvert deliveries	5	EA
Storm main repairs and replacements	4	EA



Tanks, pumps and a control system for unleaded and diesel bulk fuel were installed at the Public Works facility.

# STREETS & DRAINAGE TEAM



Two truck boxes were sandblasted, repaired and painted this summer in order to increase their useful life. Restoration of heavy equipment is often a cost effective alternative to purchasing new.



Area businesses celebrated the Village 75<sup>th</sup> anniversary by participating in the year-long street banner celebration. Public Works installed 57 banners throughout the Village.



Public Works, along with Village Engineering consultants from Manhard Consulting, oversaw several MFT maintenance projects such as concrete sidewalk repairs, road patching and road crack sealing.

## SNOW & ICE CONTROL OPERATIONS

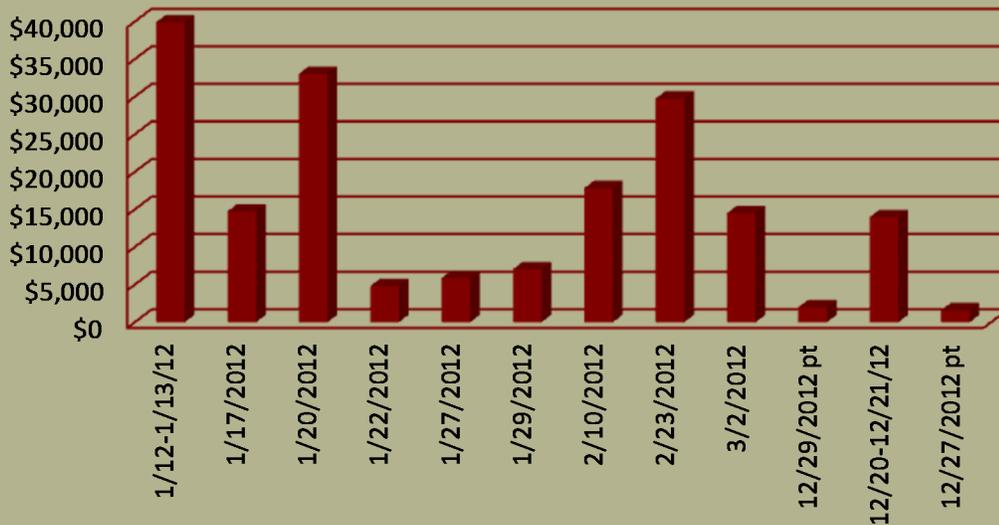
During the winter months the primary responsibility of this team is snow and ice control operations. The Streets and Drainage Team repairs parkway damage caused by Village snow and ice operations, as well as damage caused by utility excavations performed by the Public Works Department.

Snow and ice control is without exception our largest all team effort. During a snow or ice event everyone is tasked with making our streets reasonably safe for residents. This responsibility included providing snow and ice removal for the Village's 80 centerline miles of streets, 92 cul-de-sacs, approximately three miles of public service sidewalks, and Village owned parking lots.

Our goal is to make all streets, courts and cul-de-sacs, sidewalks and crosswalks, facility service walks and parking lots safe and accessible for vehicles properly equipped for winter driving conditions, pedestrians and for emergency services during and after a snow or ice event.

### 2012 Snow and Ice Control Costs

(pt = pre-treat)



### Liquid Ice Control

Liquid ice control equipment is installed on seven main line trucks to dispense liquids onto the salt as it is being spread onto the road. These liquids will coat the salt which will limit the salt from bouncing off the road. The addition of liquids will also activate the salt quicker for more efficient melting of snow and ice. The use of this system can reduce the amount of salt use by 20 to 25%.



# FACILITIES MAINTENANCE TEAM

One Facility Technician and one Maintenance Worker II comprise the Facility Maintenance Team. They are responsible for maintaining the integrity, value and appearance of all Village-owned buildings. This is accomplished through timely preventative and predictive maintenance programs. The goal is to provide a safe, clean and productive work environment for Village associates and the general public.

The Facility Maintenance Team maintains six Village-owned buildings. The total area of these facilities exceeds 200,000 square feet. Daily tasks include responding to internal customer service requests, coordinating specialized contractual work (custodial, heating, ventilation and air conditioning) and performing routine building repairs.

## FACILITIES MAINTENANCE TEAM ACCOMPLISHMENTS

Description	Qty.	Unit
HVAC inspections and maintenance	913	EA
Carpentry, plumbing, masonry, and painting	170	EA
Electrical repairs	168	EA
HVAC repairs	138	EA
Mechanical inspections	105	EA



New roof at Metra.



The facility maintenance team performs rehabilitation projects on Village owned rental homes. Some of the tasks they perform are painting, carpet cleaning, tile flooring, blinds and some minor plumbing and electrical work.

**THANK YOU!!**

**From:** Linda Dubs  
**Sent:** Thursday, March 22, 2012 2:12 PM  
**To:** Don Kirk  
**Subject:** RE: 7 W. Clarendon

Because you and your crew have been so helpful...we have collected or shut off all accounts that owe more than \$100.00. Please send our THANKS AND APPRECIATION on to your men. They deserve a pat on the back as well.

By allowing us to tag 200 at a time for that 4 week stretch, we caught up to a manageable bi-monthly number of delinquents.

Thanks again!

Linda Spawn called yesterday to report potholes at North Channel & Golfview. She just called thanking us for getting them filled so quickly. (3/20/12)

4/2/12 Public Works Standing Committee

The Village Board complimented Public Works on the work they did doing shut-offs for delinquent water accounts. Delinquent accounts were reduced to amounts less than \$100.

Resident Terry Bouma of 1310 Turnbull complimented Public Works on snowplowing. She was very satisfied with the response of Public Works for every snow event.

Water main, storm sewer and road construction work on Pine Grove Ave.

To All,

I just wanted to follow up and thank all involved in dealing with the items that I have brought up during the construction process. All items have been taken care of and looks great. I appreciate the professional manner in which this was handled by the Village and the contractors. Thanks to all. Please pass this along to anyone involved that will not get this email.

I have 1 last request. I would like to know the manufacturer and specs of the block used for the wall so I can purchase what I need to complete the wall back to the fence line.

Thanks,

Chuck Pogluyen, 1523 Pine Grove Ave.

Memorial Day Parade on 5/28/12

Gary, I left my village magnets on the truck Monday. I'll be over sometime Tuesday to pick them up. Kevin, Brett and the whole crew did a great job. Fun was had by all.

Thanks,

Larry T. Mount

BeachFest

The PW staff did an awesome job this weekend.

All of their extra effort was appreciated by all.

Monica Marr

Facility Manager

Sidewalk repair at 2535 Orchard Lane

Hi Gary,

My neighbor said that work is being done on our sidewalks today. Thank you for attending to this. It is very much appreciated!

Sincerely,

Scott and Michele Monaco

Civic Center sealcoating

Hi Brett,

I am sorry this took a bit to get to you, I was gone @ the beginning of the week and still trying to catch up.

But I wanted to let you know how great the parking lot @ the Center looks!

What a difference. Thanks for organizing.

Have a nice weekend, **Monica Marr**

Water meter service

Don,

I want the express my appreciation for the extra effort of both Bill and Denise in making sure correct reads were entered in several accounts in Route 7A.

Evidently Pease was unable to get accurate reads on several accounts. My option was to enter estimated reads. Bill and Denise offered to re-read the accounts so that the accurate reads would be entered.

Both Bill and Denise go the extra mile to work together as a Team within the Village and their extra effort is greatly appreciated. Please express my appreciation to them both. (Bill's has no e-mail) GREAT JOB! BIG THANKS!

Thanks,

Linda M. Dubs, Office Manager/Utility Billing Supervisor