

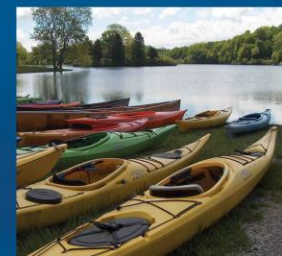
Hudson Public Works Service Division

Performance Management Overview 2015

Presented by:

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Hudson Service Division Mission

- **This operational area provides maintenance services for the transportation system and fleet operations. This operation provides quality public services in a timely and efficient manner. The activities in this division are directed toward improving customer response and delivery as well as to increase levels of preventative maintenance for all areas of responsibility.**

Scope of Operations

- **Maintenance and repair of 359 lane miles of public streets. This includes full depth repairs, dura patching and cold patching.**
- **Manufacturing, installation and maintenance of over 5,000 roadway traffic signs in compliance with state and federal regulations.**
- **Snow and ice removal to ensure safe roadway conditions.**

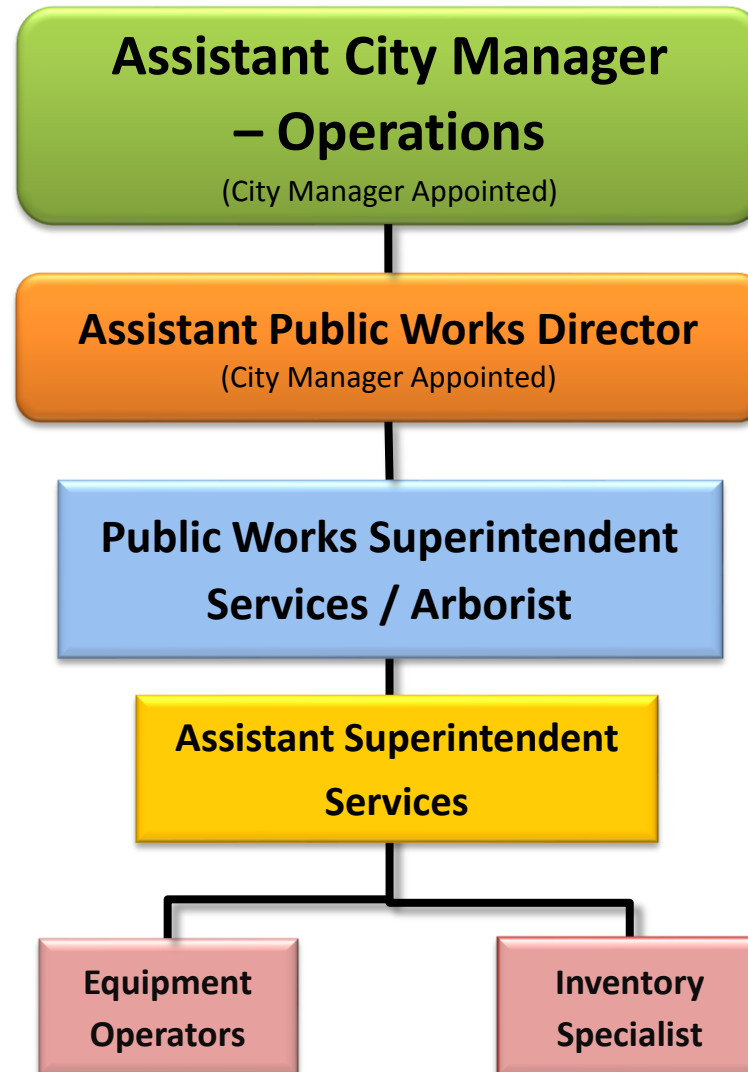
Scope of Operations (continued)

- Leaf collection as a service to residents and to reduce impacts to storm water features.
- Creation and maintenance of a detailed record keeping system to facilitate work orders and customer service requests.
- Other maintenance activities within the right of way including street sweeping and mowing.
- Facilitation of special events for over 40 annual events.

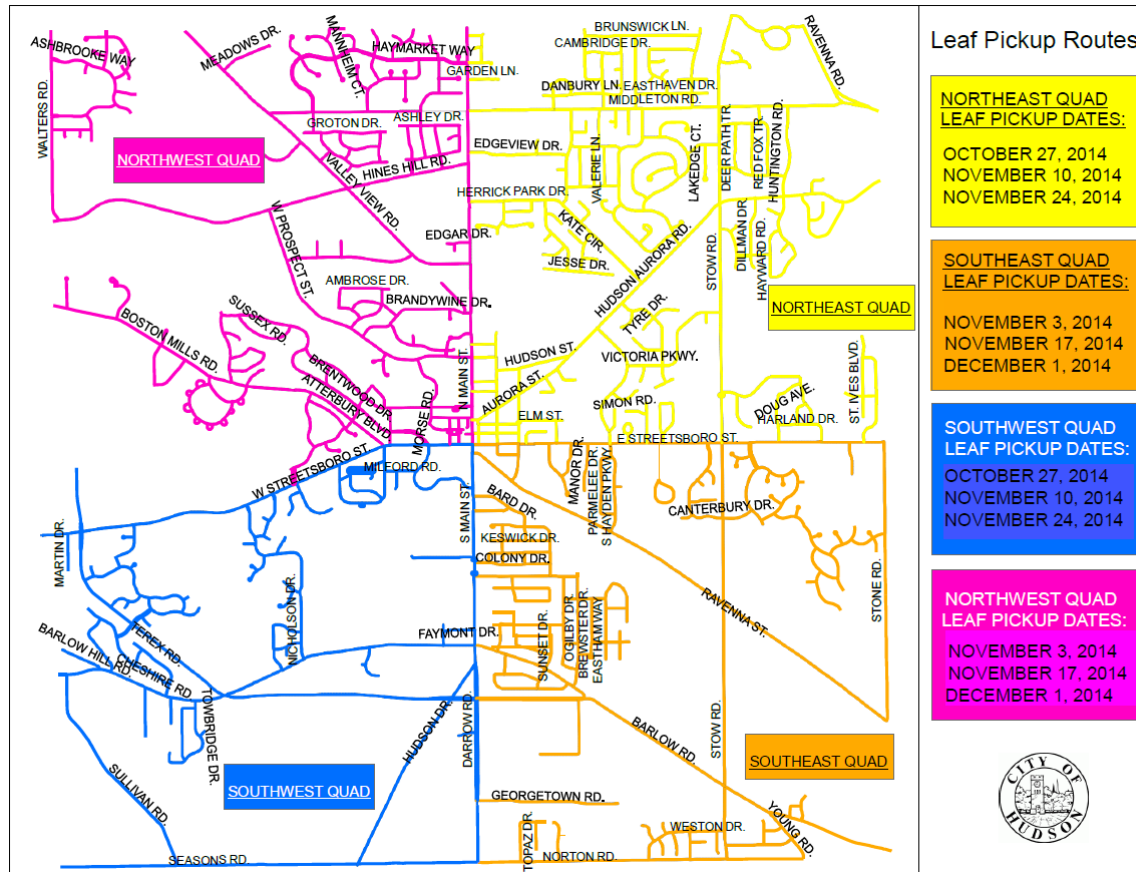
Use of Resources

- **Current staffing levels**
 - 1 – Assistant Public Works Director**
 - 1 – Public Works Superintendent**
 - 1 – Assistant Superintendent**
 - 5– Equipment Operators**
 - 1 – Inventory Specialist**

Division of
Service

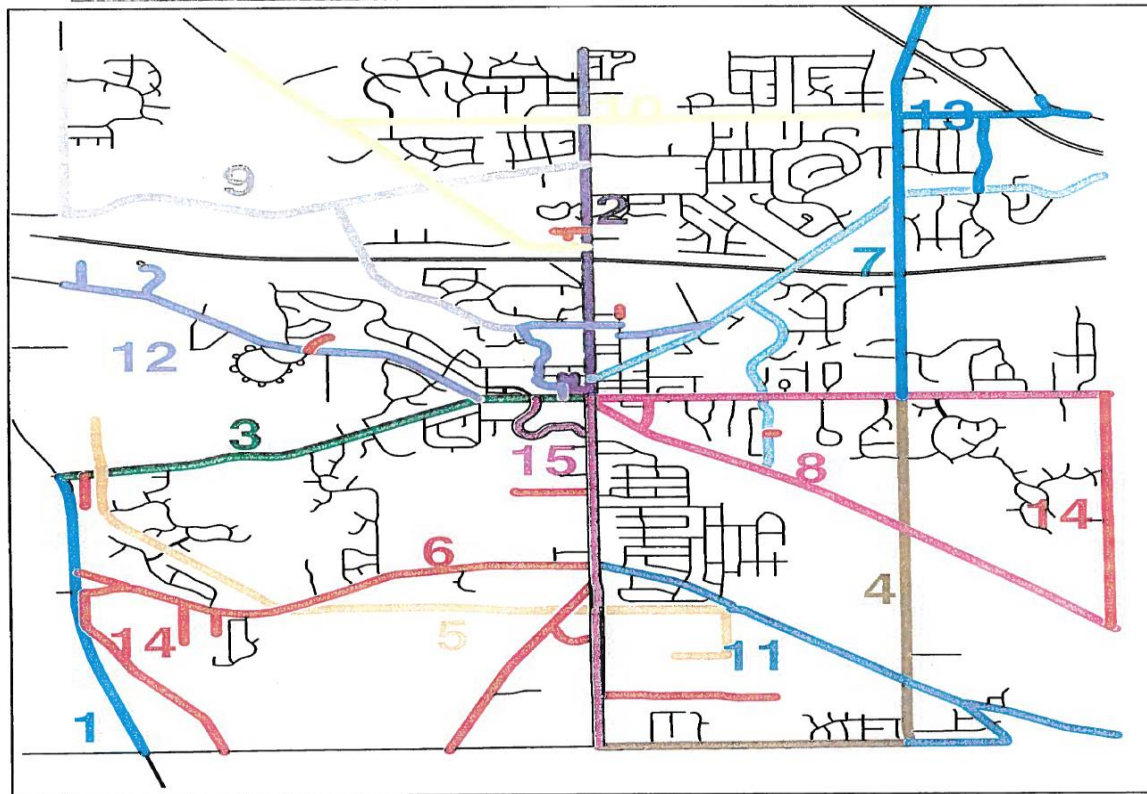


Use of Resources – Leaf Pick Up

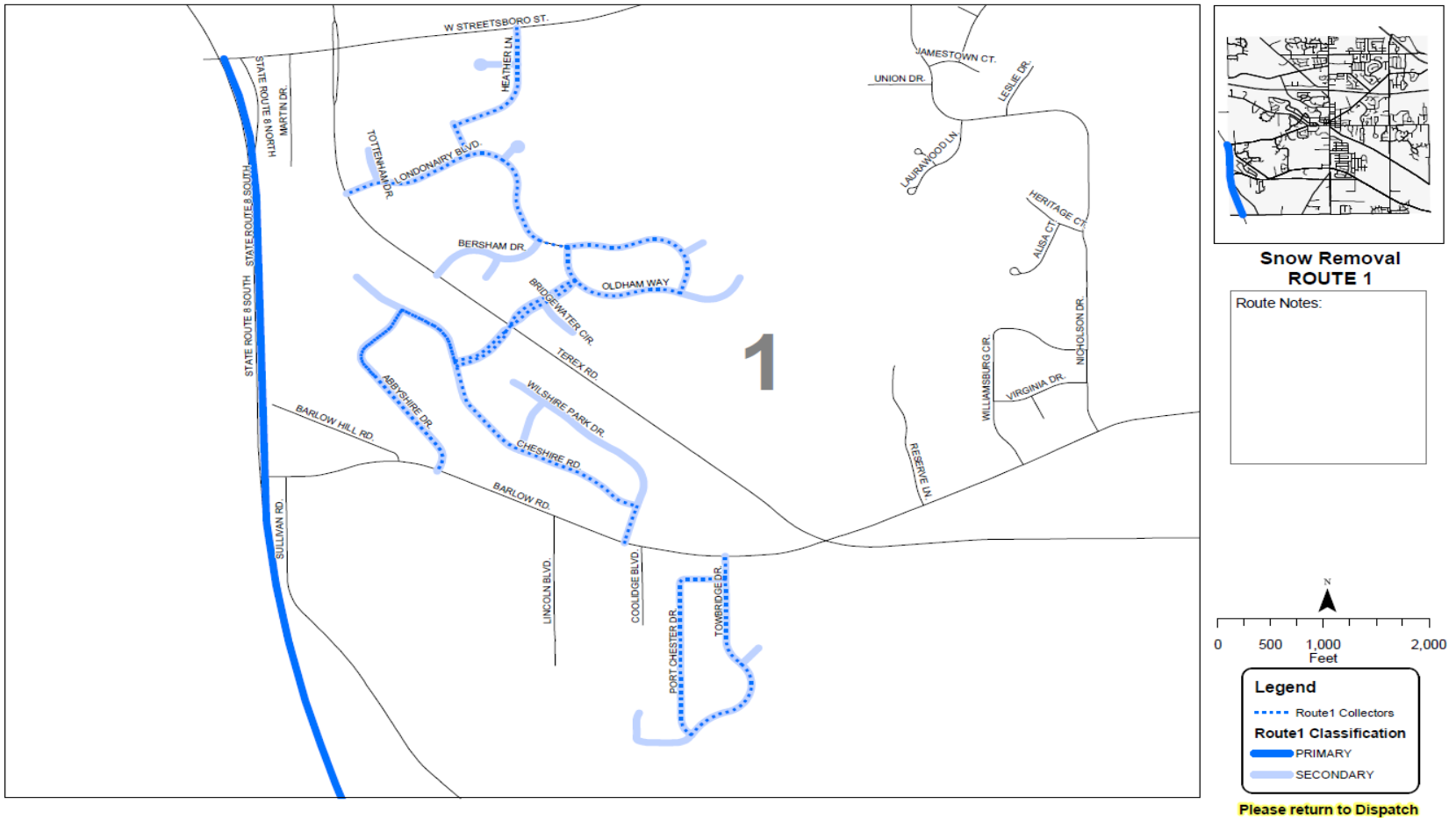


Use of Resources – Snow Removal Routes

PRIMARY SNOW ROUTES

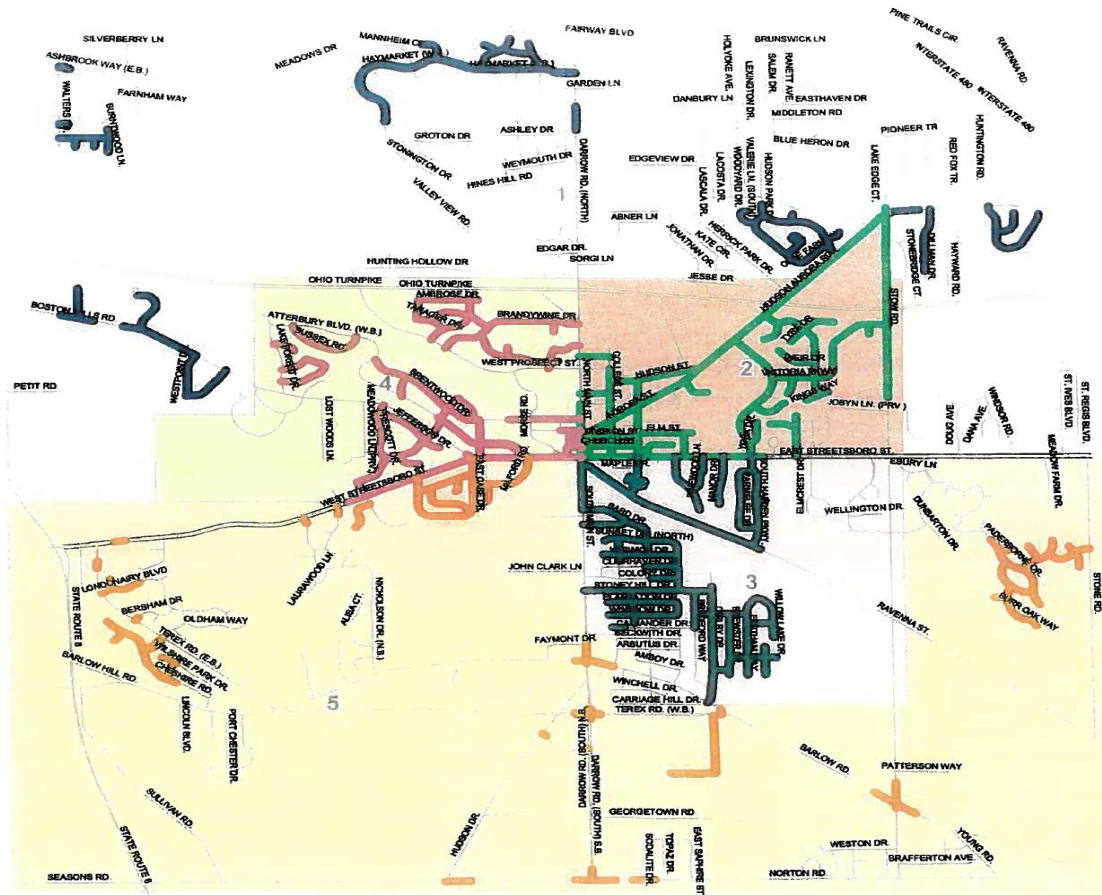


Use of Resources – Snow Removal Routes



Use of Resources – Street Sweeping

Street Sweeping Master Map



Legend

Route Sections

District

- 1
- 2
- 3
- 4
- 5

Streets

Elke Lane (Rte 303)

Sweeping Districts

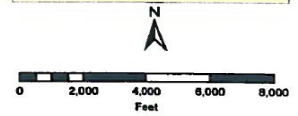
Sweeping District

- 1
- 2
- 3
- 4
- 5

Curb Miles Per District:

District 1—17.85mi
 District 2—22.90mi
 District 3—21.28mi
 District 4—19.30mi
 District 5—16.26mi

Total Curb Miles—97.59mi



Goals and Objectives

Hudson Service Division Goals

- **Staffing**
 - Seek out and retain high quality staff and continue to use existing staff effectively.
 - Continued succession planning
- **Investigate new technology and procedures**
 - Brine well opportunities
 - Use of flexible work teams that allow us greater ability to complete tasks as needed
 - Consolidation of tasks under Public Works

Performance Measures

- **Continue logging, tracking, and completing resident work requests**
 - Receive 350 requests on average annually
 - Currently closing 85%-90% of those requests
- **Continue to monitor nationwide benchmarks**
 - **Street repairs**
 - Full depth- 16,888 square feet this year to date
 - Dura patching- 120,000 square feet this year to date
 - **Street cleaning**
 - 401 lane miles cleaned this year to date
 - **Snow removal**