

## Public Works

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**Department Purpose Statement**


























Provide a safe and reliable fleet and infrastructure for the community through proactive maintenance and services that improve the quality of life.

**Department Measures**

| Objectives  | Outcome Measures   |
|---|--|
| <b>Obj. 3.3: Effectively maintain assets and make the most of existing resources</b><br>Morrisville | <b>&gt;= 98% of Emergency Work Orders Completed within 2 hours</b>                           |
| <b>Obj. 4.3 React responsively to the public safety needs of the community</b><br>Morrisville       |  |
| <b>Obj. 3.3: Effectively maintain assets and make the most of existing resources</b><br>Morrisville | <b>DM 2 – &gt;= 95% of fleet repair orders completed or referred within 3 business days.</b> |
| <b>Obj. 5.2: Deliver customer-focused service</b><br>Morrisville                                    |  |
| <b>Obj. 4.3 React responsively to the public safety needs of the community</b><br>Morrisville       | <b>DM 3 – &gt;= 95% of Citizen/Customer Survey responses rated exceeds expectations</b>      |
| <b>Obj. 5.2: Deliver customer-focused service</b><br>Morrisville                                    |  |

**Department Initiatives**

| Objectives   | Initiatives  | Initiative Measures  |
|--|--|--|
| <b>Obj. 1.1 Manage traffic congestion at targeted locations and targeted times of day</b><br>Morrisville | <b>NC54 Bypass-McCrimmon Parkway Extension</b><br>Capital Projects | <b>NC54 road widening</b><br>Capital Projects  |
| <b>Obj. 1.3 Improve mobility options for non-drivers</b><br>Morrisville                                  |  | <b>Railroad Crossing work at NC54/McCrimmon Parkway</b><br>Capital Projects  |
| <b>Improve accessibility</b><br>Planning   |  | <b>Associated intersection improvements on Airport Blvd, Aviation Pkwy and Evans Rd</b><br>Capital Projects                      |
| <b>Major Engineering Projects</b><br>Engineering   |  | <b>Construction of new four-lane, median-divided roadway, from Airport Blvd to Aviation Pkwy at Evans Rd</b><br>Capital Projects |
| <b>Major Public Works Projects</b>   |  |  |

| Objectives   | Initiatives   | Initiative Measures   |
|--|---|---|
|  <b>Obj. 2.3: Be responsible stewards of the natural environment</b><br>Morrisville                                     |  <b>Implement a parks master maintenance plan as part of MPR-CAPRA recertification.</b>                              |  <b>Implement comprehensive parks and grounds maintenance schedules in compliance with MPR and CAPRA by June 30, 2020</b>        |
|  <b>Obj. 3.3: Effectively maintain assets and make the most of existing resources</b><br>Morrisville                    |   |  <b>Implement Targeted Parks Maintenance Actions as identified in the 2018 Parks and Recreation Master Plan by June 30, 2020</b> |
|  <b>Obj. 3.3: Effectively maintain assets and make the most of existing resources</b><br>Morrisville                    |  <b>Improve the PCI for town streets to 80 or higher town-wide</b>   |  <b>Raise the PCI (pavement condition index) to &gt;=80 for 80% of town streets as measured by bi-annual survey.</b>             |
|  <b>Obj. 5.1: Promote financial integrity through effectively and efficiently managing public assets</b><br>Morrisville |   |  <b>Reduce street maintenance and repair backlog by 20% by June 30, 2020 as compared to 2019 bi-annual street survey report.</b> |
|  <b>Obj. 5.1: Promote financial integrity through effectively and efficiently managing public assets</b><br>Morrisville |  <b>Optimize the acquisition process for new vehicles measured by the time required to deliver a usable vehicle.</b> |  <b>Implement at least one new vehicle acquisition strategy by June 30, 2019.</b>  |
|  <b>Obj. 5.2: Deliver customer-focused service</b><br>Morrisville   |   |  <b>Standardize vehicle up-fit equipment list by June 30, 2019</b>   |
|  <b>Obj. 2.5: Plan and provide for current and future infrastructure</b><br>Morrisville                                 |  <b>Pugh House Rehabilitation</b><br>Capital Projects  |   |
|  <b>Obj. 3.3: Effectively maintain assets and make the most of existing resources</b><br>Morrisville                   |   |   |
|  <b>Guide Development</b><br>Planning   |   |   |
|  <b>Major Engineering Projects</b><br>Engineering   |   |   |
|  <b>Major Public Works Projects</b>   |   |   |
|  <b>Obj. 5.3: Require the highest professional standards</b><br>Morrisville   |  <b>Prepare a midterm update for APWA Accreditation by November 2019</b>   |  <b>Complete mid-term APWA Accreditation update report by December 2019</b>  |
|  |   |  <b>Raise 100% of substantially compliant items to full compliance by December 2019</b>  |

# Major Public Works Projects

Public Works

 Home

 Scorecard

 Objectives

 Outcome Measures

 Initiatives

## Owner

 Giselle Rodriguez

## Initiatives



**NC54 Bypass McCrimmon Parkway Extension**

Capital Projects | Completed 4/9/20



**Pugh House Rehabilitation**

Capital Projects | 5/1/18 - 6/30/21

## Analysis

CY Q2-21



# >= 98% of Emergency Work Orders Completed within 2 hours

Public Works

## Description

These are non-routine work orders that upon initial assessment by the P/W recipient are deemed to be particularly hazardous for public safety and/or environmental protection.

## Why It Matters

To ensure a safe and livable community.

## Analysis CY Q2-21

For the quarter, there were 5 emergency calls and all were responded to within the 2 hour window

| Request ID  | Request Type | Request Status | Request Date | Request Time | Request Location | Request Description | Request Category | Request Priority | Request Assigned To | Request Assigned Date | Request Assigned Time | Request Completed Date | Request Completed Time | Request Status | Request Notes                               |
|-------------|--------------|----------------|--------------|--------------|------------------|---------------------|------------------|------------------|---------------------|-----------------------|-----------------------|------------------------|------------------------|----------------|---|
| 8450001-001 | Emergency    | Completed      | 06/01/2021   | 08:15        | 1234 Main St     | Water leak          | Emergency        | High             | John Doe            | 06/01/2021            | 08:30                 | 06/01/2021             | 09:00                  | Completed      | Water leak fixed, no damage.                |
| 8450001-002 | Emergency    | Completed      | 06/01/2021   | 10:30        | 5678 Elm St      | Gas leak            | Emergency        | Critical         | Jane Smith          | 06/01/2021            | 10:45                 | 06/01/2021             | 11:15                  | Completed      | Gas leak shut off, area evacuated.          |
| 8450001-003 | Emergency    | Completed      | 06/01/2021   | 14:00        | 9101 Oak St      | Power outage        | Emergency        | High             | Mike Johnson        | 06/01/2021            | 14:15                 | 06/01/2021             | 14:45                  | Completed      | Power restored, transformer replaced.       |
| 8450001-004 | Emergency    | Completed      | 06/01/2021   | 16:30        | 2345 Pine St     | Tree down           | Emergency        | Critical         | Sarah Lee           | 06/01/2021            | 16:45                 | 06/01/2021             | 17:30                  | Completed      | Tree removed, road cleared.                 |
| 8450001-005 | Emergency    | Completed      | 06/01/2021   | 19:00        | 6789 Birch St    | Fire                | Emergency        | Critical         | David King          | 06/01/2021            | 19:15                 | 06/01/2021             | 19:45                  | Completed      | Fire extinguished, property damage minimal. |

## Collection and Calculation Method

Service request/complaint logged from general public or other stakeholder.

## Data Collection Lead

P/W Administrative Assistant, P/W Administrative Manager

## Data Collection Point(s) of Contact (if needed)

Internal urgent on-call phone, website, social media

## DM 1 - >= 98% of Emergency Work Orders Completed within 2 hours

| Measure   | Target | Actual | Score | Weight | Notes            |
|---|--------|--------|-------|--------|------------------|
| DM 1 - >= 98% of Emergency Work Orders Completed within 2 hours | 98%    | 100%   | 100   | 100    | Target achieved. |

## Objectives

**Obj. 3.3: Effectively maintain assets and make the m..**  
Morrisville

**Obj. 4.3 React responsively to the public safety need..**  
Morrisville

## Initiatives

## Owner

Elisabeth Condron

CY Q1-19   CY Q2-19   CY Q3-19   CY Q4-19   CY Q1-20   CY Q2-20   CY Q3-20   CY Q4-20   CY Q1-21   CY Q2-21   CY Q3-21   CY Q4-21

● Actual   — Target   ● Variance

### Outcome Measure Data

Last Calculated 2 days ago

| Period   |   | Status      | Actual | Target | Variance |
|----------|---|-------------|--------|--------|----------|
| CY Q1-19 | — | Not Defined |        |        |          |
| CY Q2-19 | — | Not Defined |        |        |          |
| CY Q3-19 | — | Not Defined |        |        |          |
| CY Q4-19 | — | Not Defined |        |        |          |
| CY Q1-20 | — | Not Defined |        |        |          |
| CY Q2-20 | ↑ | On Target   |        |        |          |
| CY Q3-20 | — | Not Defined |        |        |          |
| CY Q4-20 | ↑ | On Target   |        |        |          |
| CY Q1-21 | ↑ | On Target   |        |        |          |
| CY Q2-21 | ↑ | On Target   |        |        |          |
| CY Q3-21 | — | Not Defined |        |        |          |
| CY Q4-21 | — | Not Defined |        |        |          |



## DM 2 - >/= 95% of fleet repair orders completed or referred within 3 business days.

Public Works

### Description

These are routine vehicle service and repair orders.

### Why It Matters

To ensure a safe and reliable fleet.

### Analysis CY Q2-21

For the quarter, Fleet had a total of 69 service/repair requests. Out of the 69, 4 service requests were not completed within the 3 business days timeline.

Repair order completion for the quarter increased 3% compared to last quarter. Completion rate is 95% this quarter.

### Collection and Calculation Method

Service/repair request received, acknowledged and logged via IWorqs or P/W staff.

### Data Collection Lead

P/W Administrative Assistant, P/W Administrative Manager

### Data Collection Point(s) of Contact (if needed)

IWorqs, P/W Administrative Assistant

### Objectives

**Obj. 3.3: Effectively maintain assets and make the m..**  
Morrisville

**Obj. 5.2: Deliver customer-focused service**  
Morrisville

### Initiatives

### Owner

Elisabeth Condron

## DM 2 - >/= 95% of fleet repair orders completed or referred within 3 business days.

CY Q1-19   CY Q2-19   CY Q3-19   CY Q4-19   CY Q1-20   CY Q2-20   CY Q3-20   CY Q4-20   CY Q1-21   CY Q2-21   CY Q3-21   CY Q4-21

● Actual   — Target   ● Variance

### Outcome Measure Data

Last Calculated 2 days ago

| Period   |   | Status      | Actual | Target | Variance |
|----------|---|-------------|--------|--------|----------|
| CY Q1-19 | — | Not Defined |        |        |          |
| CY Q2-19 | — | Not Defined |        |        |          |
| CY Q3-19 | — | Not Defined |        |        |          |
| CY Q4-19 | — | Not Defined |        |        |          |
| CY Q1-20 | — | Not Defined |        |        |          |
| CY Q2-20 | ↑ | On Target   |        |        |          |
| CY Q3-20 | — | Not Defined |        |        |          |
| CY Q4-20 | ↑ | On Target   |        |        |          |
| CY Q1-21 | ▼ | Near Target |        |        |          |
| CY Q2-21 | ↑ | On Target   |        |        |          |
| CY Q3-21 | — | Not Defined |        |        |          |
| CY Q4-21 | — | Not Defined |        |        |          |





# DM 3 - >= 95% of Citizen/Customer Survey responses rated exceeds expectations

Public Works

## Description

Measuring the level of internal and external customer satisfaction.

## Why It Matters

To ensure timely, high quality services that meet the needs of our customers/residents.

## Analysis CY Q2-21

As of this writing, the Public Works Department has not yet had any surveys to gather feedback.

## Collection and Calculation Method

Using web tools such as Survey Monkey, conduct external customer surveys quarterly, citizen surveys annually, and internal customer surveys periodically.

## Data Collection Lead

P/W Administrative Assistant

## Data Collection Point(s) of Contact (if needed)

P/W Administrative Assistant, web surveys

## Objectives

- Obj. 4.3 React responsively to the public safety need..**  
Morrisville
- Obj. 5.2: Deliver customer-focused service**  
Morrisville

## Initiatives

## Owner

Elisabeth Condron

## DM 3 - >= 95% of Citizen/Customer Survey responses rated exceeds expectations

CY Q1-19   CY Q2-19   CY Q3-19   CY Q4-19   CY Q1-20   CY Q2-20   CY Q3-20   CY Q4-20   CY Q1-21   CY Q2-21   CY Q3-21   CY Q4-21

Actual   Target   Variance

| Period   |   | Status         | Actual | Target | Variance |
|----------|---|----------------|--------|--------|----------|
| CY Q1-19 | ■ | Not Defined    |        |        |          |
| CY Q2-19 | ■ | Not Defined    |        |        |          |
| CY Q3-19 | ■ | Not Defined    |        |        |          |
| CY Q4-19 | ■ | Not Defined    |        |        |          |
| CY Q1-20 | ■ | Not Defined    |        |        |          |
| CY Q2-20 | ● | No Information |        |        |          |
| CY Q3-20 | ■ | Not Defined    |        |        |          |
| CY Q4-20 | ● | No Information |        |        |          |
| CY Q1-21 | ● | No Information |        |        |          |
| CY Q2-21 | ● | No Information |        |        |          |
| CY Q3-21 | ■ | Not Defined    |        |        |          |
| CY Q4-21 | ■ | Not Defined    |        |        |          |



# Implement a parks master maintenance plan as part of MPR CAPRA recertification.

Public Works



## Target

Implement by June 30, 2020.

## Description

As part of supporting the MPR CAPRA Recertification define and implement comprehensive parks and grounds maintenance schedules.

## Why It Matters

Ensure successful CAPRA recertification and high quality parks and grounds maintenance.

## Analysis FY2019

Public Works assisted the Parks, Recreation and Cultural Resources Department in the successful completion of the CAPRA reaccreditation achieved in September 2019.

## Objectives

- Obj. 2.3: Be responsible stewards of the natural env...**  
Morrisville
- Obj. 3.3: Effectively maintain assets and make the m..**  
Morrisville

## Collection and Calculation Method

Assess at regular intervals once established schedule is developed.

## Data Collection Point(s) of Contact (if needed)

Public Works, MPR

## Data Collection Lead

Parks and Grounds Supt.

## Percent Complete FY2019

100 %

## Start Date

7/1/19

## End Date

6/30/20

## Milestones

- Implement comprehensive parks and grounds main.**  
Public Works | Completed 7/13/21
- Implement Targeted Parks Maintenance Actions as..**  
Public Works | Completed 7/13/21

## Owner

Elisabeth Condron

## Gantt Chart





# Improve the PCI for town streets to 80 or higher town wide

Public Works

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## Target

80% PCI

## Description

As part of providing a safe and reliable street network, bi annually review and evaluate the pavement condition of town streets. Compare results to previous review cycle to assess progress. PCI is a numerical rating of the pavement condition based on the type and severity of distresses observed on the pavement surface. The PCI value of the pavement condition is represented by a numerical index between 0 and 100, where 0 is the worst possible condition and 100 is the best possible condition.

## Why It Matters

Streets are major investments. Infrastructure must be maintained on a regular basis for a safe and reliable street network.

## Analysis FY2020

Street improvements completed on time using appropriated Powell Bill Funds. General standard is to maintain 85% of streets at index of 80 or higher, a level consistently achieved by staff.

Streets are currently at 78.4% PCI. This is up from 76.6% in 2017. Public Works staff continues to maintain a regular street maintenance plan.

Evaluation method is based on a visual survey of the number and types of distresses in a pavement. The type and extent of existing distresses, and severity level is collected initially. Distress density is then calculated for each type of distress.

## Percent Complete FY2020

100 %

## Start Date

7/1/19

## End Date

6/30/20

## Objectives



**Obj. 3.3: Effectively maintain assets and make the m...**  
Morrisville



**Obj. 5.1: Promote financial integrity through effectiv...**  
Morrisville

## Milestones



**Raise the PCI (pavement condition index) to >=80 f...**  
Public Works | Completed 7/13/21



**Reduce street maintenance and repair backlog by 2...**  
Public Works | Completed 7/13/21

## Collection and Calculation Method

Bi Annually perform a visual inspection, record information, and use pavement rating software to compute the pavement condition index. This is performed by a professional engineering firm.

## Owner



Elisabeth Condron





# Optimize the acquisition process for new vehicles measured by the time required to deliver a usable vehicle.

Public Works

Home

Scorecard

Objectives

Outcome Measures

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## Target

Optimize process by June 30, 2019.

## Description

As part of optimizing the new vehicle acquisition process, standardize the schedules for trim out equipment based on employee classification and/or vehicle type.

## Why It Matters

Streamline trim out of new vehicles after purchase.

## Analysis FY2020

Process implemented has streamlined ability to obtain new vehicles within 6 months, and deliver required equipment with minimal turnaround.

## Percent Complete FY2020

100 %

## Objectives

- Obj. 5.1: Promote financial integrity through effectiveness**  
Morrisville
- Obj. 5.2: Deliver customer-focused service**  
Morrisville

## Start Date

1/1/19

## End Date

6/30/19

## Collection and Calculation Method

Recording vehicle in and out dates/times for scheduled service. Compare to past years performance

## Milestones

- Implement at least one new vehicle acquisition strategy**  
Public Works | Completed 3/5/19
- Standardize vehicle up fit equipment list by June 30.**  
Public Works | Completed 3/15/19

## Data Collection Point(s) of Contact (if needed)

Senior Fleet Mechanic

## Owner

Elisabeth Condron

## Data Collection Lead

Senior Fleet Mechanic

Gantt Chart

2019

May

Jun

Name

Public Works

Optimize the acquisition pro

Implement at least one n

Standardize vehicle up fit





### Target

No established project timeline

### Description

Rehabilitation of Pugh House at 103 Page Street to best display its beauty and historical significance.

### Why It Matters

The Pugh House, ca. 1890, is an Italianate style I-house, relocated to its present location in 2008. The distinctive exterior ornate fleur-de-lis shaped motifs have been referred to as the 'Morrisville Porch.' In addition to the architectural nomination, the structure was nominated for its association with the artist Mabel Pugh, daughter of James M. Pugh, who pioneered her profession for women in North Carolina and who is of statewide significance. The Pugh House is Morrisville's most visible landmark. Rehabilitating the structure will better display its beauty and significance.

### Analysis CY Q2-21

Currently, there is no established budget or project timeline. Staff has noted timing of certain presentations and decision points that have occurred to date.

### Percent Complete CY Q2-21

0 %

### Objectives

-  **Obj. 2.5: Plan and provide for current and future infr..**  
Morrisville
-  **Obj. 3.3: Effectively maintain assets and make the m..**  
Morrisville
-  **Guide Development**  
Planning
-  **Major Engineering Projects**  
Engineering
-  **Major Public Works Projects**  
Public Works

### Start Date

5/1/18

### End Date

6/30/21

### Milestones

### Owner

 Erin Hudson (Administration)

### Data Collection Point(s) of Contact (if needed)

Public Works Director

## Collaborators

- GR Giselle Rodriguez
- MS Mark Spanioli
- MS Michele Stegall
- BZ Brandon Zuidema

## Gantt Chart

| Name  | 2018  |       |       | 2019  |       |       |       | 2020  |       |       |       | 2021  |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|   | Q2 18 | Q3 18 | Q4 18 | Q1 19 | Q2 19 | Q3 19 | Q4 19 | Q1 20 | Q2 20 | Q3 20 | Q4 20 | Q1 21 | Q2 21 |
| <ul style="list-style-type: none"> <li> <span style="font-size: 1em;">▼</span> Capital Projects           <ul style="list-style-type: none"> <li>Pugh House Rehabilitation</li> </ul> </li> </ul> |       |       |       |       |       |       |       |       |       |       |       |       |       |



### Target

Actual target date: December 5, 2019.

### Description

Must provide APWA with the following information: 1. Description of improvement efforts 2. Identification & discussion of practices that had a change in applicability 3. Certification that the agency is still in full or substantial compliance with all applicable practices

### Why It Matters

This is a requirement for re-accreditation

### Analysis Dec-19

APWA mid-term report was completed and submitted to the Accreditation Council on December 2, 2019

### Objectives

**Obj. 5.3: Require the highest professional standards**  
Morrisville

### Collection and Calculation Method

**Report written providing requested information and received by APWA by deadline**

Printed copies will be placed in the re-accreditation files along with a soft copy placed in the digital files. Documentation will be sent to APWA for pre-assessment to ensure we are headed in the right direction.

### Data Collection Point(s) of Contact (if needed)

Public Works Operations Analyst

### Percent Complete Dec-19

100 %

### Start Date

7/1/18

### End Date

12/5/19

### Milestones

**Complete mid-term APWA Accreditation update rep..**  
Public Works | Completed 12/4/19

**Raise 100% of substantially compliant items to full c..**  
Public Works | Completed 11/20/19

### Owner

Elisabeth Condron

