

## **Central Services**

*Tim Ryan, Street Commissioner*

The Central Service Division was created in 2010 with the merging of two departments, Street and Motor Pool, along with the grounds maintenance portion of the Park Department. The Central Service Division has responsibilities that include mowing and grounds maintenance, janitorial services in all City buildings, fleet maintenance, snowplowing, and street maintenance. All these tasks are accomplished by the dedicated efforts of the employees in the Central Service Division.

The year 2014 started off with a bang. The men and women of the Central Services were faced with one of the worst winters in recorded history. A polar vortex event kept the department hopping with record snowfall and subzero temperatures. We were pushed to our limits to maintain our city streets and right-of-ways.

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While other surrounding communities were declaring snow emergencies, the City of Mishawaka was able to continue with business as usual due to the dedication and continued efforts of the Central Service employees.

In 2012, the City of Mishawaka purchased the former Scott Brass Building. This purchase was to be the new home of the Central Service Division. As we move into 2015, there is a light at the end of the tunnel. Renovations are expected to be completed by June, and move-in expected to be completed by July. As with any renovation of an existing building, we have had many obstacles to overcome. However, we are looking forward to occupying our new site for many years to come.

### **Motor Vehicle Highway**

Motor Vehicle Highway, more commonly known as the Street Department, is an essential part of the Central Services Division. The Street Department is responsible for the maintenance of all the public streets in the City of Mishawaka.

The majority of our work is dictated by the seasons, so as seasons change so does our work process. Spring is the time of year when we break out our three street sweepers to begin the process of cleaning up the debris left from the winter. Once sweeping begins, we continue to sweep for approximately 9 months out of the year. We make a complete cycle throughout the city every nine to eleven days. Spring also brings out the potholes, keeping six to eight employees busy making repairs.

Warmer weather allows us to work on many jobs, such as alley grading, street painting, and resurfacing the roads that didn't fare well over the winter. During the months of July and August, we were hit with two major windstorms, causing the majority of damage in the northeast quadrant of the City. We were called to task to help remove the fallen trees from the roadways,

and assist residents with the removal of storm damage from their homes. During these two events, we removed 236 loads of brush and trees from our streets and public right-of-ways.

As fall approaches, we gear up for our annual leaf pick-up program. The leaf pick-up program begins in mid-October and continues through the first week of December. During this time, we make one complete pass through the city on a weekly basis. This program is one of the most successful programs in the area, serving the citizens of Mishawaka with pick-up opportunities up to seven times over the course of the program. During the 2014 season, we removed 10,200 cubic yards of leaves.



Once leaf pick-up is completed, we gear up for the winter months. With 171 miles of roadway, snow removal is one of the most important tasks we perform. 2014 proved to be a difficult winter in Mishawaka. With constant snow storms and subzero temperatures, we were pushed to our limits maintaining our roadways. Seven of the eight recorded snow events occurred on weekends, creating overtime situations. By March, we had used 77% of our allocated overtime budget. Once again, the employees of the Mishawaka Street Department displayed their professionalism, keeping up with the snow and making the streets as safe as possible for residents and visitors.

### Traffic Department

The Mishawaka Traffic Department recorded 2,353 tasks in 2014. These consisted of sign repairs, new installations, inspections, field data collection and manufacturing of signs.

Along with the daily maintenance and installation of signs, the Traffic Department is also responsible for the pavement markings applied to the road surfaces, such as center lines, skip lines, fog lines, stop bars, crosswalks and directional arrows. In 2014, we used 1,540 gallons of

yellow paint, 1,100 gallons of white paint, 22,000 pounds of glass beads and 4,000 pounds of thermoplastic to maintain the pavement marking in Mishawaka.

As in past years, we continue to support the various Departments in the City with their graphic needs. This has reduced the cost of outsourcing projects to private businesses, saving money and turnaround time.

### Central Motor Pool

It has been a very productive year for the Central Motor Pool. Our six Fleet Maintenance mechanics have been busy maintaining all City vehicles and small handheld equipment. This consists of nearly 120 vehicles in the Police Department, including the new MRAP All-Terrain truck and all other City-owned vehicles. There is always the normal servicing of the police cars every 3,000 miles, and the service and repair work on any City vehicle. Many of the trucks, street sweepers, loaders, and ambulances fall under our repairs and maintenance program.

The Motor Pool has recently purchased a new Ford F-550 4x4 service truck. This new vehicle will help the mechanics make service calls more efficiently and safely. Our mechanics can now make roadside, and onsite repairs. It is equipped with a welder, air compressor, hydraulic tank, and mini-crane for heavy lifting which will allow the mechanics to do a wide variety of repairs.

The Motor Pool Department of Central Services also tracks the fuel consumption for all City-owned vehicles. The following is an overview of diesel/unleaded usage by each department.

Department	Unleaded Gasoline (gal)	Diesel Fuel (gal)
Building	1013.0	
Code Enforcement	817.9	
Controller	104.5	
Electric	15357.9	8429.2
Engineering	890.1	
Fire	4822.1	20217.8
Mayor	814.0	
Motor Pool	176.3	
Motor Vehicle	6731.5	15075.1
Parks	11515.2	10315.8
Police	90179.0	81.0
School City	9987.6	5638.0
Sewer	8423.3	3699.7
Wastewater	1388.0	155.6
Water	12490.5	3182.7
Cost/Gal	\$2.45	\$2.84
<b>Total City Fuel Cost</b>	<b>\$497,394.72</b>	<b>\$243,988.19</b>

Revenue from sale of used oil: \$810.75

## **Building/Facilities Maintenance**

It is the responsibility of the Central Services Facilities Maintenance Department to service and maintain over 100,000 square feet of City-owned buildings. Some examples are the Fire Stations, Police Dept., City Hall, and other business offices. The Maintenance Department addresses plumbing, electrical, and lighting issues, as well as general environmental issues in and around these facilities. In addition, we maintain an extensive array of irrigation systems throughout these buildings and parks within the City.

Our department is also responsible for janitorial services in each of these buildings on a daily basis. In the past year we have revamped the cleaning procedures with a new check-off system. This allows our employees to be able to perform in a more efficient and timely manner. It also allows our employees to be able to better address other areas within the facilities helping make these environments cleaner and safer for everyone.

With the implementation of Cityworks, we have been able to address issues in a timelier manner for all departments. This work order system has been an enormous asset to our entire Central Service Department. It allows any and all departments throughout the City to send a repair request to us in real-time, thus making our response time quicker as well as prioritizing and planning much easier for us.

With the expansion of the City and its facilities, we hope to continue to serve each need as it comes effectively and efficiently. We feel confident that we will be able to continue our service as well as being able to improve moving forward.

## **Grounds Maintenance**

It is the responsibility of the Central Services Department to maintain all green areas of City-owned properties that consists of nearly 700 acres. We are currently on a 5-day mowing schedule that has 8 full-time employees and up to 6 seasonal workers. Some of our smaller projects include weed eating, edging, blowing off sidewalks, picking up trash, and tree removal in all City parks. Some of our larger projects include stump grinding, cutting down trees along the Riverwalk and pouring concrete for new benches and trash cans. We are also responsible for maintaining the City's baseball/softball diamonds and the set-up and break-down for special events within the City.

This summer we purchased 50 new trash cans, 2 Hustler Super Z 104 inch mowers, 2 Hustler 66 inch mowers, 4 Stihl weed eaters, 1 Stihl backpack blower, 2 (Stihl and Husqvarna) chainsaws and 2 mowing trailers. The Super Z 104 can mow up to 84 acres in 8 hours at 10 mph and will mow where most wide-area mowers cannot. The Hustler 66 can mow up to 7.46 acres per 8 hours at 14 mph.

During the winter months, we are responsible for snow removal on nearly 8 miles of City-owned sidewalks. These areas include the Riverwalk, all City lots, Business Office, City Hall, sidewalks on all bridges and all other walkways adjacent to City-owned property. We also repair and paint all picnic tables for City parks and pavilions.