



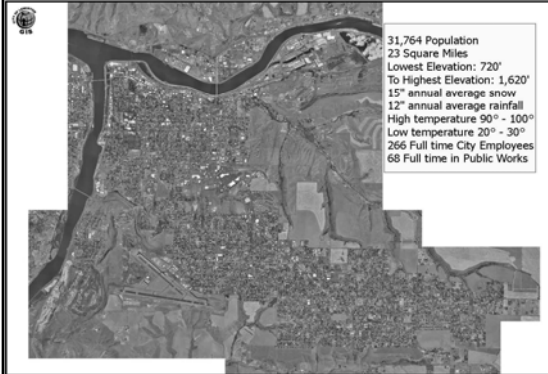
Accreditation Program

Lewiston, Idaho
Public Works Department

Sandi Hagemann
Accreditation Manager

Public Works.....serving you all day, every day, 24/7

Lewiston, Idaho



Facts

- Operating Budget \$19M
- Capital Budget averages \$7M
- Street Maintenance, Traffic Services, Engineering, Water, Wastewater, Stormwater, and Solid Waste
- Water Treatment Plant – 13 MGD
- Wastewater Water Treatment Plant – 5.7 MGD
- 188 miles of streets or 476 lane miles
- 33 traffic signals; 8,000 street signs
- 47,000 tons of solid waste processed

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Accreditation??

- Requested Packet of Information
- Researched APWA Website
- Attended Self Assessment Workshop
- Participated in a CLL
- Staff Opinion

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APWA defines Accreditation
" The mark of professionalism that indicates a Public Works agency has made the commitment to continuous improvement in the delivery of Public Works operations and services in the community it serves. "

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Gain from the Process

- Document procedures and processes
- Improve performance and the provision of services
- Increase professionalism
- Customer service
- Historical Knowledge

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Let's Do It Accreditation Team

Chris Davies
Accreditation
Director



Sandi Hagemann
Accreditation
Manager



Glenn Thompson
Water
Services



Cameron Elliot
Traffic
Services



Shawn Stubbers
Engineering
Services



Debbie Schmidt
Street
Maintenance



Rob Brown
Solid Waste
Services



Greg Creviston
Wastewater
Services



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Our Timeline

Process Includes Four major phases:

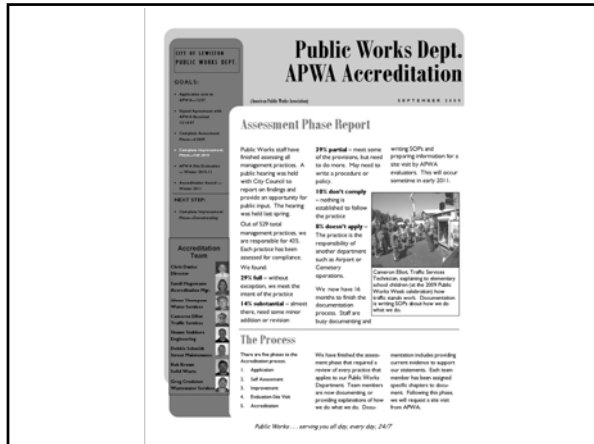
- Application – Completed 12/2007
- Self Assessment – Completed 4/2009
- **Improvement - NOW**
- Site Evaluation – Goal date 12/2010
- Accreditation

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Tools of the Process

- Self Assessment Software
- Team Meetings
- Talk about it
- Staff Peer Review
- Rewards
- Newsletter

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Today

- 16 months remain
- Don't Over Think – Read the Blue
- As Ann says “already doing it”
- Defined roles
- “Often times things are done a certain way for so long that no one looks at how they can be improved.”
- Process Motivator

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COUNTY OF ALLEGHENY
DEPARTMENT OF PUBLIC WORKS



Whys, Hows and Wherefores of Accreditation

Cathy Trexler, Management Analyst
APWA International Congress and Exposition
September 13, 2009



Fast Facts: Allegheny County



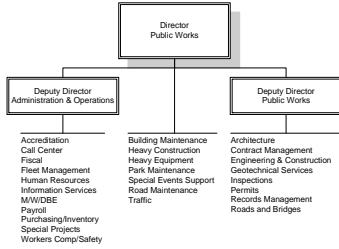
- Founded 1788
- 730 square miles
- Population, 1.2 million
- 2nd most populous county in PA
- 29th most populous in USA
- 130 municipalities
- 8 Councils of Government

Fast Facts: Allegheny County



- Government Style:
- Home Rule
 - Elected Executive and 15 member council
- Government Structure:
- Health & Welfare
 - Public Safety
 - Economic Development
 - Public Works
 - Government Administration

Allegheny County Department of Public Works



Allegheny County Public Works



- 7 Maintenance Districts
- 9 County Parks

Allegheny County Public Works



- 810 lane-miles of road
- 520 bridges
- 12,000 acres of parks and facilities
- 1.2 million sf of building space
- County fleet and heavy equipment

Why Accreditation?

- *Obstacles*

- 1996 Restructuring

- Budget cut by \$20 million
 - 150 employees laid off
 - Maintenance districts reduced from 9 to 7
 - Combined three departments into one
 - Provide same levels of service



Why Accreditation?

- *Identified Approaches*

- Self-evaluation of processes
 - Improved technology

- *Answer*

- APWA Accreditation



How Accreditation Helps

- *Identifies strengths and weaknesses*
- *Identifies areas for improvement*
- *Focuses on regulatory compliance, safety and environmental issues*



How Accreditation Helps

- *Contributes to the strategic planning process*
- *Organizes and prioritizes improvement activities*
- *Ensures we meet changing needs*



Tools Available

- *The Practices Manual*
- *Steering Committee*
- *Internal Task Force Committees*
- *Outside assistance*
 - Peer review
 - Focus groups (networking)
 - APWA accreditation message board



Wherefores

- *Improved Processes*
- *Technological and Operational Advancements*
- *“Side Effects”*



Improved Processes

- *Formalized and streamlined strategic planning process*
- *Improved communications*
- *Centralized operations*



Technological and Operational Advancements

- *Cityworks*
 - GIS-based asset management system
 - Work order/service request system
 - Preventive maintenance programs
 - Inspection programs
 - Inventory control
 - Resource allocation
 - Highway Occupancy Permits

Technological and Operational Advancements

- *Work Management Center*
 - Centralized Call Center
 - Centralized work order/service request system



Technological and Operational Advancements

- *Envista*
 - Web-based infrastructure project coordination
 - Government agencies and utility companies
 - Construction and maintenance projects
 - Optimizes planning and budgets
 - Promotes intergovernmental coordination
 - Reduces street cuts and traffic disruptions

“Side Effects”

- *Promotes staff and community pride*
- *Enhances department’s image*
- *Encourages interdepartmental coordination*
- *Promotes teamwork and staff development*



Commitment to Excellence





COUNTY OF ALLEGHENY
DEPARTMENT OF PUBLIC WORKS



JOSEPH A. OLCZAK
DIRECTOR

Thank you!