# PUBLIC WORKS DEPARTMENT
## MODEL STANDARD OPERATING PROCEDURE (SOP) OUTLINE

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MTAS

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<td>1. Organization and Strategic Planning</td>
<td>1.1. Mission, Vision and Value Statements</td>
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<td></td>
<td>1.2. Description of the organization - written description and org chart</td>
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<td>1.3. Review Process - a written process for reviewing mission, structure, services, etc</td>
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<td>1.4. PW Department Policies, Practices and Procedures</td>
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<td>1.4.1. Policies – formal written directives that do not change often</td>
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<td>1.4.2. Practices and procedures – written documents that outline exactly how a task is to be accomplished [Note: this portion is the genesis of this project – to develop and outline and SOPs for the City of Athens Public Works Dept]</td>
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<td>1.5. Code of Ethics</td>
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<td>1.6. Strategic Plan - define levels of service, short and long term goals, plan monitoring and documentation</td>
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<td>1.7. Relationship of the PW Dept Strategic Plan to the city-wide planning process</td>
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<td>2.2. Position Description</td>
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2.16. Individualized Training Report
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2.18. Application Process
2.19. Hiring Process
2.20. Affirmative Action Plan
2.21. Diversity in the Workplace
2.22. Orientation Process
2.23. Performance Reviews
2.24. Relationship of Performance to Compensation
2.25. Promotions/Demotions
2.26. Terminations and Resignations
2.27. Grievance Procedures
2.28. Disciplinary Procedures
2.29. Employee Assistance Programs
2.30. Internal Communications
2.31. Supervisory Training
2.32. Employee Recognition
2.33. Customer Service Orientation
2.34. Personnel Files
2.35. Personnel File Access
2.36. Personnel File Contents
2.37. Collective Bargaining
2.38. Collection Bargaining Procedures
2.39. Contract Distribution

3. Occupied Facilities
   3.1. Facility Security – policy to establish the appropriate level of security
   3.2. Risk Assessment – periodically conduct risk assessments at each facility
   3.3. Environmental Controls – policies and procedures to ensure that facilities comply with local, state and federal regulations
   3.4. Accessibility – ADA compliance
   3.5. Condition Assessment – routine condition assessments are performed and follow-up action
   3.6. Neighborhood Relations – procedures to ensure the facilities minimize disruption to the neighborhoods
   3.7. Materials Storage – ensure adequate storage sites for dept materials
   3.8. All-Weather Storage – provide protection for equipment and materials in all weather
3.9. Meeting and Training Space – provide adequate facilities for employee meetings, conferences and training
3.10. Employee Spaces – provide areas for breaks, meals, restrooms, lockers, etc
3.11. Ergonomics – review ergonomic issues relating to work areas, equipment and other facilities
3.12. Electronic Information and Computer Access – provide access to all employees
3.13. Required Legal Notices and Postings – maintain designated area and keep notices current
3.14. Facility Availability During Emergencies procedures to ensure that critical facilities can operate during emergencies
3.16. Testing Alarms – schedule and log results

4. Finance
4.1. Control
4.2. Preparation/Presentation
4.3. Budget Process
4.4. Variance Analysis
4.5. Cost of Service
4.6. Rate Setting
4.7. Forecasting
4.8. Financing of Capital Improvements Plan
4.9. Establishing Selection Criteria
4.10. Impact Fees
4.11. Purchasing
4.12. Operating Inventory
4.13. Contracts
4.15. Use of Recycled or Reclaimed Products
4.16. Capital and Infrastructure Asset Reporting
4.17. Monthly and Annual Reports
4.18. Property Records
4.19. ROW Acquisition

5. Risk Management
5.1. Claims – process to investigate and process payment of claims
5.2. Worker Compensation Claims
5.3. Accident and Injury Reporting Claims
5.4. Legal Review – claims, ordinances, regulations, etc
5.5. Depositions
5.6. Legal Records
5.7. Ordinance and Regulations Enforcement
5.8. Legal Review of Regulations
6. Communications
6.1. Communication w/Governing Boards – procedure is established for formal and informal communication
6.2. Communication w/Public – procedure for communicating w/public
6.3. Media Relations – procedure for communicating w/media
6.4. Media Contact – policy on who has authority to represent the agency to the media
6.5. Public Participation – policy on public participation in agency programs and projects
6.6. Service Requests – procedure for receiving, responding to and recording action taken on verbal or written complaints, inquires and request for service
6.7. Intra and Inter-Agency Coordination – understand how this works
6.8. Communication w/Staff – regularly scheduled staff meetings or other communication strategies
6.9. Access to Records – formal process for providing access to public records to the public
6.10. 24/7 Emergency Telephone Access – provide this service to the public
6.11. Resources – Communications personnel must have immediate access to a supervisor and a current roster of crews and personnel
6.12. Emergency Notification – procedures for notifying appropriate responders and service providers in emergencies
6.14. Service Area Maps – keep maps current and readily available to communications personnel

7. Information Technology and Telecommunications
7.1. Records and Data Management Control – agency data, documents, maps are kept up to date, useful and readily available to all users when and where needed
7.2. GIS – accessible and linked
7.3. User Needs – procedure to determine user needs for information technology applications
7.4. Data Security – procedures to provide integrity, security and efficiency of databases
7.5. Software Documentation and Licensing – procedures to manage software and verify licensing
7.6. Hardware and Software Acquisition – procedures for the acquisition, development, testing and use of hardware and software
7.7. User Responsibilities – policy on software/hardware use
7.8. Hardware and Software Maintenance – routinely
7.9. User Training – provide regularly scheduled training for users

7.10. Communication System Functions – functions and activities associated with each communication subsystem are described to all operations personnel

7.11. System Operation and Maintenance – assign personnel to operate, inspect, test, calibrate and maintain the communications system

7.12. Regulations Compliance – radio operators must comply with all federal, state, local telecommunications guidelines

7.13. Emergency Communications – procedures for logging emergency radio transmission and emergency telephone reports

8. Emergency Management

8.1. Comprehensive Multi-Hazard Emergency Plan – plan is adopted, tested and maintained

8.2. Agency Emergency Operations Manual – a manual to govern operations during and following a disaster event

8.3. Use of Private Resources – maintain contingency arrangements for use of equipment and other contracted resources

8.4. Emergency Exercises – dept routinely participates in emergency exercises

8.5. Emergency Procedures and Operations Training – personnel are trained in emergency procedures and operations

8.6. Emergency Services Coordination – a procedure for communication and coordination with other emergency service providers is developed and maintained

8.7. Emergency Equipment Testing and Storage – emergency equipment is regularly tested and storage facilities are monitored to ensure operational readiness and availability

8.8. Mutual Aid Agreements – Note: See TN Mutual Aid Law

8.9. Service Listings for Supplies, Equipment (including specialized equipment) and Contractors – maintain lists of resources

8.10. Emergency Personnel Policies and Procedures – procedures for emergency events

8.11. Employee Contact Information – maintain current contract information for all employees for emergency response

8.12. Specialized and Supplemental Resources – a plan for the use of specialized equipment, supplemental personnel, etc

8.13. Emergency Facilities Location – emergency
operating facilities must be accessible and not vulnerable to damage.


8.15. Hazards Mitigation Through Planning – include hazards mitigation in community planning and in the emergency plan

8.16. Restoration of Community Lifeline and Public Services - procedures for timely restoration of community lifeline and other facilities vital to public services following disaster events

8.17. Cost Documentation – procedures to document costs of repair/restoration

9. Safety

9.1. Safety Responsibility – identify and trains individuals responsible for safety and health

9.2. Safety Manual – develop/adopt a manual describing the safety program, rules, reporting procedures, forms, reviews, evaluations, etc

9.3. Safety Measures and Reports – systemically measure and report occupational safety and health performance to risk assessment officers

9.4. Safety Awards – recognize, record and reward good safety performance

9.5. Hazardous Materials – post/distribute information to employees

9.6. Excavation and Confined Spaces – written policy on safely working in excavation and confined spaces

9.7. Work Zone Safety – policy on requirements for work zone safety

9.8. Safety Training - ensure employees receive job-related safety and health training

9.9. Lock Out/Tag Out – procedure to protect employees working on electrical and mechanical equipment

9.10. Personal Protective Equipment – provide PPE and have a policy requiring use of PPE by employees

10. Planning and Development – (PW responsibilities vary in this area)

10.1. Land Use Planning

10.2. Zoning Control

10.3. Subdivision Regulations

10.4. Plans Review

10.5. Infrastructure Maintenance, Improvement or Replacement

10.6. Feasibility Studies

10.7. Design Practices
10.8. Project Management
10.9. Maintenance and Operations Considerations – a procedure to ensure that O&M personnel are involved in planning and design of infrastructure projects
10.10. Transportation Planning Coordination – with other agencies
10.11. Planning Procedures – criteria for planning transportation facility improvements
10.12. CIP – short and long term CIPs for major construction and rehab projects
10.13. Infrastructure Asset Management Inventory – compliance with GASB 34
10.14. Infrastructure Maintenance management – use of work order system to track request and costs

11. Engineering Design
11.1. Responsible Charge – assign engineering design responsibilities
11.2. Design Coordination – design work coordination with external groups
11.3. Qualified Personnel – ensure use of registered and qualified design professionals
11.4. Design Criteria And Standards – criteria applied to all projects
11.5. Project Scoping – detailed information on project purpose
11.6. Design Process and Schedule
11.7. Site Surveying
11.8. Preliminary Design
11.9. Preliminary Design review and Approval
11.10. Final Design
11.11. Quality Assurance Plan
11.12. Standard Designs
11.13. Standard Plans
11.16. Final Plan Review
11.17. Contract Documents
11.18. Maps
11.19. Map Scale

12.1. Bid Advertisement
12.2. Pre-Proposal or Pre-Bid Meeting
12.3. Contractor Qualification
12.4. Bid Opening
12.5. Bid Evaluation
12.6. Bid Award/Rejection

13. Project Management (PW Depts vary in responsibility for Project Management; engineering consultants often handle)

13.1. Project Manager Authority
13.2. Project Monitoring
13.3. Preconstruction Conferences
13.4. Notice to Proceed
13.5. Mobilization
13.6. Work Zone management – a single agency is responsible to administer and coordinate work in the public ROW

13.7. Inspection
13.9. Measurement and payment
13.10. Change Orders
13.11. Acceptance and Final Approval
13.13. Record Drawings


14.1. Permit Issuance – permit process for all construction activity
14.2. Permitting Responsibility – develop and implement procedures to control activity in public ROWs
14.3. Codes and Permits Information – provide guidelines on codes and permits in public locations
14.4. Permit Process – forms and process to track and inspect work
14.5. Permit Inspection – a policy for inspection of permitted work
14.6. One-Call Center Coordination
14.7. Utility Marking Guidelines and Color Code – use color codes to mark underground utilities
14.8. Pavement Cut Restoration – establish the methods and quality of pavement cut restoration

15. Utility Coordination

15.1. Planning and Coordination – have public works, engineering and planning authorities consult, cooperate and establish effective liaison with all public utilities
15.2. Utility Location – policy for the location and priorities for placement of utility lines
15.3. Underground Lines - policy established how decisions will be made regarding the placement of utility facilities underground
15.4. Long-Range Utility Planning – coordinate with appropriate agencies
15.5. Utility Maps and Records – maintain up to date records and maps
15.6. Excavation Clearance Requirements - establish clearance requirements
15.7. Excavation Safety Procedures – procedures for safe work conduct
15.8. One-Call Centers
15.9. Uniform Color Code – see 147 above

16. Facilities Management
16.1. Regulations – compliance with codes, environmental laws, etc with regard to design, construction and maintenance of buildings
16.2. Plan Reviews – process to review plans and specs for remodeling, renovation of existing facilities and construction of new facilities
16.3. Inventory – an inventory of all facilities with detailed information
16.4. Condition Assessment – a condition assessment of all facilities and major facility components is maintained & updated
16.5. Component Replacement – a schedule for replacing major components
16.6. Request for Maintenance - a procedure outlining the authority and responsibility of individuals responding to request for maintenance
16.7. Repair and Maintenance Quality – establish quality standards for all repair and maintenance work
16.8. Preventive Maintenance - establish a PM program for building maintenance functions
16.9. Preventive Maintenance Schedule
16.10. Emergency Repair Program
16.11. Emergency Repairs – assign trained personnel to respond to emergencies; provide contract information at a central location where emergency orders are dispatched
16.12. Energy Consumption Reports – analyze and report on energy consumption
16.13. Testing Alarms – develop a schedule and log results
16.15. Custodial Inspection – develop a program for each facility
16.16. Supply Inventories – ensure custodial supplies are inventoried and stored correctly
16.17. Life and Safety Systems – inspect and test all life and safety components located in facilities
16.18. Security – policy detailed provisions to be made to
prevent thefts, damages, assaults, disruption

17. Equipment and Fleet Management

17.1. Technician Qualifications – procedures to ensure technicians have appropriate training, licenses and certifications

17.2. Authority for Repair and Maintenance – a policy establishes personnel qualified and authorized to perform inspection, repair and maintenance functions

17.3. Operator Logs and Daily Inspections – completion of daily logs by users

17.4. Equipment Utilization Review – a procedure to establish the adequacy and appropriateness of equipment

17.5. Repair Program Evaluation – ensure the program is performed and administered effectively

17.6. Replacement Policy – a written replacement policy for equipment and parts

17.7. Replacement Analysis – an evaluation process

17.8. Equipment Specifications – minimum acceptable standards

17.9. Specifications/Bid Reviews – designated employees review all specifications and bids

17.10. Storage Tanks – a policy for the installation, inspection, maintenance, testing and removal of UST

17.11. Equipment Manufacturer Warranty – monitoring warranties

17.12. Parts Warranty Tracking – monitoring parts warranties

17.13. Preventive Maintenance Evaluation – routine evaluation of the PM program

17.14. Tools, Portable and Stationary Equipment Inventory – a program to track equipment and where and how it is used

17.15. Fleet Vehicle Inventory - list, description and location

17.16. Fuels and Liquids Inventory – list, description, location

17.17. Parts Inventory – list, description and location

17.18. Parts and Materials Disposal – procedure identifies disposal methods in an environmental sound manner

17.19. Equipment Identification – tagging system

17.20. Safety and Condition Inspection and Records – checklist for safety and condition inspections

17.21. Condition Monitoring – process to identify excessive costs and downtime

17.22. Defect Reports – System to report and investigate
reports of defective equipment, parts

17.23. Condition Inspection – annual assessment of all equipment

17.24. Preventive Maintenance Program – PM schedules, records and monitoring for all equipments

17.25. Preventive Maintenance Schedule – for all equipment

17.26. Emergency Repairs – a procedure to respond to emergency repairs or breakdowns

17.27. Preventive Maintenance and Repair Priorities - shop activities are prioritized and scheduled for maximum efficiency

18. Parks, Grounds and Forestry – (no detail provided since this is a separate city department)

19. Solid Waste Management

19.1. Solid Waste Plan – the agency should adopt an integrated solid waste management plan which is updated periodically

19.2. Source Reduction – a policy is in place that describes techniques that will be used to reduce the amount of waste material place for collection

19.3. Control of Generated Wastes – procedures to identify, monitor, and control all generators of solid waste

19.4. Environmental Compliance – procedures identify environmentally sound methods for the collection, transportation and disposal of solid wastes

19.5. Household Hazardous Wastes – a program to collect/disposal of HHW

20. Solid Waste Collection

20.1. Level of Service – a policy that defines level of service needed to meet the goals and objectives of the solid waste management plan

20.2. Storage Receptacles – regulation of types, number and sizes of storage receptacles

20.3. Collection Days and Set-Out Times – a schedule that designates the time and frequency of collection for all classes of users

20.4. Routing – route designs to optimize collection times, crew sizes, materials collected and equipment needs

20.5. Transfer Stations – an operational and economic evaluation of the use of a transfer station versus direct haul

20.6. Transfer Station Design – TS is designed to ensure sufficient capacity and meets all applicable environmental and land use regulations

20.7. Transfer Station Operations – an operational plan describes routine and emergency procedures and meets federal, state and local requirements
21. Solid Waste Recycling and Reuse

21.1. Recycling – feasibility study and follow-up updates to evaluate recycling program design and implementation – study considers markets, participation rates, etc

21.2. Recycling Service Level – The level of service balances local needs and total waste management costs

21.3. Source Separation – policy on source separation

21.4. Recycling Collection – a program establishes materials to be recycled, collection frequency and location, and material preparation requirements

21.5. Processing – processing options meet the operational goals of the overall programs

21.6. Recycling Program Review – entire program is reviewed and changed as needed

21.7. Composting Program – a feasibility study on composting – consider markets, volumes, participation rates and be in compliance with all applicable regulations

21.8. Compost Service Level – level of service should meet local needs, reduce the waste stream and optimize system costs

21.9. Compost Material Supply – periodic evaluation assesses the quality and quantity of available compostable material, collection techniques, processes and markets

21.10. Compost Market Development – A compost material market analysis to evaluate changing market demands

21.11. Compost Collection – An adopted program designates the time, frequency, location and preparation standards of the material to be collected composting

21.12. Periodic Program Review – review to assure the program remains efficient and cost-effective

21.13. Resource Recovery Material Supply – a policy that enables the facility operator to secure a continuous supply of waste or refuse derived fuel to optimize the facility’s projected operation and generation of energy


21.15. Resource Recovery Monitoring – a system to continuously monitor operational parameters and compliance with environmental regulations

21.16. Ash Disposal – an ash management plan

N/A 22. Solid Waste Disposal N/A

22.1. Landfill Design

22.2. Impervious Liners

22.3. Environmental Monitoring

22.4. Methane Recovery and Venting

22.5. Landfill Operations Plan
22.6. Incoming Wastes
22.7. Drainage Control
22.8. – 2220 Leachate Control, compaction, cover, etc

23. Street Maintenance
23.1. Coordination with Transportation Planning – a procedure outlines the method of coordinating street maintenance work w/ future transportation improvements
23.2. Street Inventory – a record of the street network and accompanying features is maintained and updated regularly
23.3. Infrastructure Condition – a record of the infrastructure conditions is maintained and kept up to date
23.4. Pavement Management System – a pavement management system is established for maintaining and managing the community’s transportation needs
23.5. Preventive Maintenance – a program for PM
23.6. Operations Maintenance Responsibility – specifics areas of responsibility are assigned
23.7. Operations and Maintenance Coordination – O&M activities are coordinated with other departments, agencies, etc
23.9. Operations and Maintenance Inspection – a policy establishes the frequency and level of inspection for roadways, bridges, tunnels, bikeways, retaining walls, sidewalks, etc
23.10. Work Crew Records – a daily work crew record documents types of activities, repairs, costs and locations
23.11. Material Conservation – a policy encourages material conservation in planning, design and O&M
23.12. Pavement Cut Restoration – a policy established the methods and quality of pavement cut restoration
23.13. Guardrails and Impact Attenuators a policy assigns responsibility for repair and maintenance
23.14. Catch Basins and Inlets – maintenance procedures are established and documented for inlets, manholes, catch basins, sewer lines and culverts
23.15. Curbs, Gutters and Sidewalks – inspection maintenance and reconstruction programs for these facilities

24. Street Cleaning Management
24.1. Planning – a comprehensive street cleaning plan that defines how the level of services meets the needs and goals of the community
24.2. Environmental Compliance -directives identify environmentally sound methods for the collection and
disposal of street debris
24.3. Debris, Leaf and Litter Collection – methods of collection are defined and personnel and equipment are assigned to implement the collection process
24.4. Routing – route designs are developed and periodically reviewed for effectiveness
24.5. Scheduling – a schedule of the time and frequency
24.6. Litter Control – develop and implement a plan
24.7. Storage Receptacles – regulation of the types and sizes of street-side litter storage receptacles
24.8. Dead Animal Pickup – a policy and procedure for removal of dead animals from streets

25. Snow Removal and Ice Control
25.1. Snow and Ice Control Plan – a plan established procedures to meet specified levels of service
25.2. Storm Warning Notification – a storm notification procedure is established to identify storms and predict potential impacts
25.3. Personnel Scheduling – a policy to maximum continuous work hours for crews during snow events
25.4. Mobilization – a procedure to notify personnel
25.5. Snow and Ice Control Measures – guidelines establish the application of materials, including anti-icing materials to control snow and ice
25.6. Equipment Inspection – a plan for annual maintenance inspection
25.7. Equipment Calibration – calibration of all spreading equipment is performed prior to winter deicing or anti-icing activities
25.8. Snow Route Assignment – snow routes are assigned by prioritizing streets by class, level of service, emergency facilities and amount of time to complete removal
25.9. Loading Procedures – a policy/procedure is established and training is provided for loading spreading equipment with ice control materials
25.10. Spreading and Plowing Procedures – establish procedures and train personnel
25.11. Snow Storage – if applicable, establish a dump area
25.12. Snow Operations Damages – policies for resolving claims resulting from snow removal
25.13. Parking Limitations – a policy establishes parking limitations during ice and snow events

26. Storm Water and Flood Management
26.1. Storm Water and Flood Management Service Levels – a policy establishes the storm magnitude, level of protection and how storm water quality needs to be
addressed
26.2. Operations Plan – a policy to maintain storm water and flood control facilities
26.3. Floodplain and Floodway Management – a policy to define and manage the floodplain and floodway
26.4. Water Quality Goals – best management practices to ensure storm water pollutants levels are reduced to the maximum extent practicable (MEP) before discharge to receiving waters
26.5. System In-Flow of Polluted Runoff – potential sources of polluted runoff are identified and ability to control such discharges
26.6. Allowable Non-Storm Water Discharge into System – federal, state and local regulations define allowable non-storm water discharge to the storm water system or receiving waters
26.7. Watershed Storm Water Drainage Master Plan - develop a storm water and flood management master plan
26.8. Infrastructure Inventory – an inventory of infrastructure location; keep up to date
26.9. Infrastructure Condition – a record of the storm water infrastructure condition; keep up to date
26.10. Storm Water Design – develop and use design standards
26.11. Storm Water System Improvements – identify needed improvements and funding sources
26.12. Sediment and Erosion Control – a policy establishes a sediment and erosion control plan
26.14. Ordinance and Bylaw Inspection – ensuring that infrastructure facilities are maintained and operated in accordance with adopted policies and ordinances
26.15. Conveyance, Storage and BMP Operations – procedures for the O&M of facilities, BMP, etc
26.16. Private Owner Operations and Maintenance – procedures for the O&M and inspection of private storm water conveyance, storage and BMP facilities
26.17. Private Facility Inspection – an inspection program for details inspection activities, monitoring criteria and penalties for noncompliance
26.18. Pollution Prevention Plans – plans to protect and improve quality of the receiving waters
26.19. Public Education – a program to increase awareness
27. Vector Control
27.1. Population Identification – a method of identifying
27.2. Management Service Levels – a program establishes the scope of work and level of service to be provided based on the needs and expectations of the community.

27.3. Public Education – a program to increase citizen awareness of services provided.

27.4. Chemical Control – procedures for storing, handling and disbursement of pesticides and other chemicals used in vector abatement.

27.5. Physical Control – a plan for the continual elimination of vector breeding locations.

27.6. Disease Surveillance – procedures for disease surveillance; note: staff training needed.

27.7. Licensing and Permitting – licenses, certifications and permits for inspectors and/or applicators and maintained and reviewed regularly.

28. Potable Water (no detail provided since this is a separate city department).

29. Wastewater Collection and Conveyance (no detail provided since this is a separate city department).

30. Wastewater Treatment and Disposal (no detail provided since this is a separate city department).

31. Traffic Operations


31.2. Traffic Control Devices – minimum criteria for installing traffic control devices (such as MUTCD).

31.3. Traffic Control Device Installation – a policy requires a study by a qualified traffic engineer to determine the location of traffic control devices.

31.4. Petitioning for the Installation of Traffic Control Device – a procedure is established for considering petitions for placement of traffic control devices.

31.5. Traffic Signs – use of standard signs that meet uniform installation and maintenance requirements.


31.7. Statutory Speed Limits on Roadways – an ordinance which specifies the statutory speed limit on residential roadways and on other streets where no signs are posted.

31.8. Advisory Speed Limit Signs – a policy is adopted on the use of advisory speed limit signs.

31.9. Street Name Signs – a policy for placement and specifications of identification signs at intersections.

31.10. Sign Visibility – a policy to provide for adequate visibility of traffic control signs and signals.
31.11. School Pedestrian Crossings – procedures for placement of school pedestrian crossing signs
31.12. School Zone Speed Limit Signs – a policy for posting of school zone speed limit signs
31.13. Special Signs – a policy for use and placement of special signs
31.14. Alley Stop Signs – a policy for the placement of stop signs at alley exits
31.15. Yield Signs – a policy on the use of yield signs
31.16. Railroad Crossing Signs and Markings – a policy for the placement of signs and markings at railroad crossings
31.17. Pavement Markings – standards for pavement marking ensure uniform design, position and applicable
31.18. Pedestrian Crosswalk Pavement Markings – policies and procedures for the placement and characteristics of pedestrian crosswalk pavement markings
31.19. Stop Line Pavement Markings – a policy on installation of stop line pavement markings
31.20. Installation on New Signals – procedures are in place for determining the need for new signal and their design
31.21. Temporary Stop Signs for Signal Outage – procedures for responding to traffic signal failures
31.22. Truck Routes – a policy on use of truck routes
31.23. Bike Paths – a policy on designating and marking bike paths
31.24. Bus Stops – procedures for designating bus stops
31.25. Temporary Street Closings – a policy on when streets may be closed for special events
31.26. One-Way Streets – a policy on one-way street designation
31.27. Traffic Calming – a policy on the use of traffic calming methods
31.28. Streetlights – a policy establishes responsibility for streetlight installation, repair and maintenance and reporting of outages
31.29. Roadside memorials – a procedure establishes how employees should treat roadside memorials encountered in the course of their duties

32. Parking
32.1. Parking and Facility Planning – a plan for determining the placement of parking lots or structures
32.2. Parking Facility Design – standards and criteria for parking facility design and constructions
32.3. Parking Facility Maintenance – maintenance standards are determined for parking lots and facilities
32.4. Parking Facility Operations – plans for facility
operating procedures, security, accessibility and revenues
32.5. Parking Meters and Tolls – a policy establishes charges and tolls for use of parking facilities
32.6. On-Street Parking Meters – a policy and program on use of parking meters is established
32.7. Parking Regulations –
32.8. Angle Parking – a policy on use of angle parking
32.9. Parking Near Intersections – policies on parking near intersections
32.10. Residential Handicapped Parking Zones – a policy on designating handicap parking zones adjacent to residential property
33. Cemeteries
33.1. Interment, Inurnment and Scattering – policies, practices and procedures are in place
33.2. Disinterment and Disinurnment - policies in place
33.3. Mapping Blocks – procedures exist for mapping
33.4. Lot Numbering – a system to identify the status of each interment site
33.5. Section Development – new section development occurs when ~75% of current inventory is utilized
33.6. Section Renovation – policy and procedures for upgrading the blocks/sections, lots and internment sites
33.7. Fiscal Management – policies for sound fiscal management
33.8. Roadway Maintenance – a program to maintain cemetery roadways and pathways
33.9. Security – a policies to ensure security of grounds, buildings and records
33.10. Memorial Foundation Installation – policies for the installation of new and upgraded foundation installations
33.11. Grounds Equipment Inventory Maintenance – policies to identify inventory and maintenance requirements of pooled and non-pooled equipment
33.12. Building Maintenance – policies to maintain cemetery buildings at acceptable standards
33.13. Memorial Day Special Services – practices are in place for special events and services
33.14. Marketing and Pre-Need Sales – procedures to inform the public of products and services offered by the municipal cemetery
34. Airports
35. Transit Operations