



**Department of Public Works
-Kris Riemann, P.E.**

**Privatization Contract
Water, Sewer, Streets, & Drainage
Pre-Proposal Conference**

August 10, 2011



Department of Public Works

Mission Statement



Mission Statement (rev. 2000)

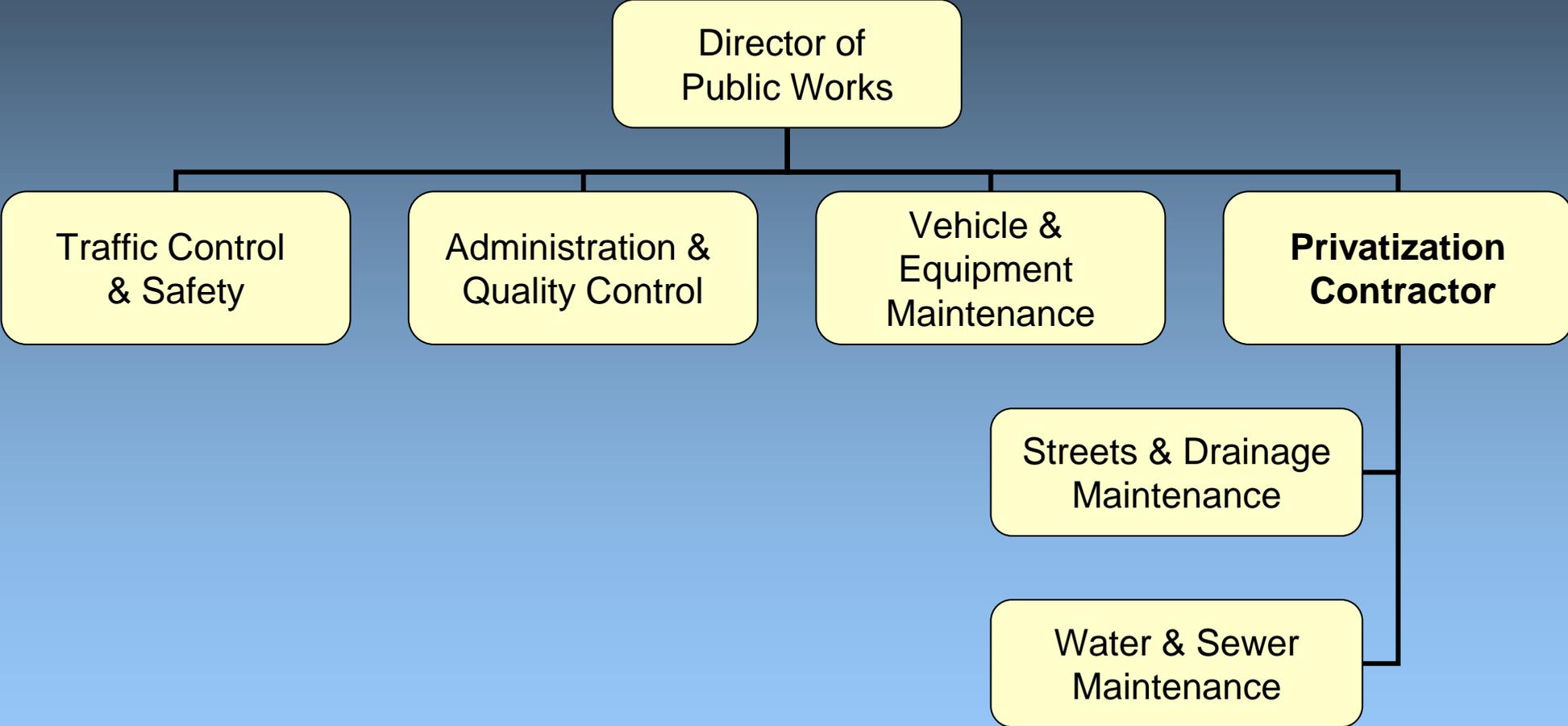
The mission of the City of Gulfport's Public Works Department is to provide quality service in a timely manner and to exceed our citizens' expectations.

We believe in working hard with safety first, making competent decisions, taking initiative, being dependable, acting professionally with courtesy, respect, appearance, and good manners, being honest, and taking pride in our work. We shall adhere to these values at all times.

We are committed to assisting our citizens and public officials by understanding their concerns, cooperating to determine solutions, keeping them informed, assuring quality work, and striving to continuously improve the operations.

We are committed to our staff by providing a rewarding and enriching environment, providing training in current industry standards and technology, organizing and communicating objectives effectively, and recognizing that each and every person's contribution makes a difference toward the achievement of the Public Works Department's goals and values.

Organization Chart



Department of Public Works

Key Processes & Tools



Key Processes & Tools

Cityworks GIS-Based Work Order Management System

In March 2002, the Department of Public Works implemented a new work order system, *Cityworks by Azteca Systems*. *Cityworks* is a program used nationwide in cities such as Long Beach, CA, Salt Lake City, UT, and Houston, TX. We purchased a site license and this program is used by other Departments (Utility Billing & Urban Development) as well.

Call Center Screen

**Majority of Calls for service will be taken at City Hall*

Zoom in **Zoom out** **City View** **Identify** **Refresh** **Display** **Categories** **Request** **Recent** **Search** **Exit**

General | Details | Problems | Zones

WTRMNBK WATER MAIN BREAK
Problem Details
Leak is located on the northeast corner of the property.

Caller Information Mr. Ms.
First Last Account #
GEORGE DECOUX
Address Apt No.
1207 PINE ST
City Zip Caller Type
GULFPORT 39507 RES
Home Phone Work Phone Other
896-5539 868-5881
 Is Caller a Resident Within the Service Area?
 Is a Follow-up Call? Customer Contacted on Site?
 Customer Callback Made After Completion? [Caller Comments](#)

Incident location (925272, 328499)
1207 PINE ST
City Zip
GULFPORT 39507
[New Comments](#)

Is water flowing from the leak?

Request ID Cancel Priority Shop
1 High

Map Page Tile No.

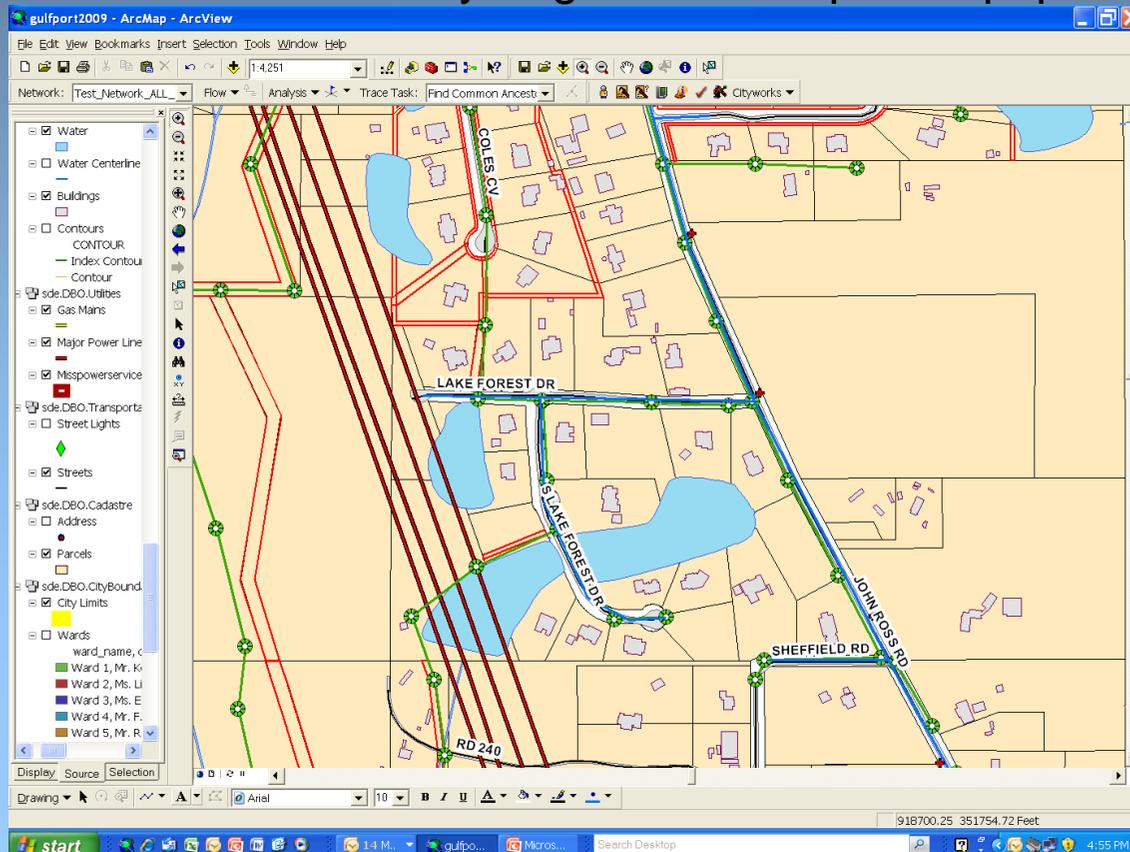
1 : 4,800 One Inch = 400 Feet
Feet 200 400 600 800 1000 1200 1400 1600

Start Gulfport Call Center Microsoft Office Shortcut Bar 7:52 AM

Key Processes & Tools

Cityworks GIS-Based Work Order Management System

Cityworks combines the mapping features of ArcView with database organization. The program allows the operators the ability to view water, sewer, streets, easements, open requests, water well, sewer lift stations, buildings, and numerous other features throughout the City. It also provides historic information for completed service requests and work orders. Reports can be generated that summarize open service requests to reduce errors caused by forgotten or misplaced paperwork.



Key Processes & Tools

Customer Response Letter - Once a Service Request is completed, the system automatically generates a Customer Response Letter that informs the resident that the Service Request is completed.



July 1, 2005

John Smith
12567 Magnolia Court
Gulfport, MS 39503

Dear Mr. Smith:

Thank you for reporting the following concern to the Department of Public Works.

Request ID: 4002
Concern: Water Main Break
Incident Address: 12567 Magnolia Court

The Service Request was completed on 8/13/02 2:15:48 PM and was addressed as follows:

Resolution: Repaired water main break

We appreciate your patience and cooperation. If there are any questions or concerns with the work performed, please contact one of our Quality Control Inspectors between the hours of 7:00 A.M. to 3:30 P.M., Monday through Friday. Their phone numbers are listed below:

For concerns about the work completed, please call:		
Type	Inspector	Phone Number
Water & Sewer	Melvin Bullock	(228) 518-0799
	Stephen Murray	(228) 518-0407
Streets & Drainage	John Thomas	(228) 518-0775
	Richard Thorsten	(228) 518-0283
Traffic	Rodney Ladner	(228) 518-1256

Have a great Mississippi Gulf Coast Day!

The Department of Public Works

Robert K. Riemann, P.E.
Director of Public Works

Ronald M. Smith
Sr. Project Specialist

"Providing Quality Service in a Timely Manner to Exceed our Citizens' Expectations"



Key Processes & Tools

A report is generated weekly to track production and open requests.

Service Request Progress Sheet

5/23/2005 To 5/30/2005

<i>REQUEST TYPE</i>	<i>5/23/2005</i>	<i>OPEN</i>	<i>CLOSED</i>	<i>5/30/2005</i>	<i>+60 Days</i>	<i>Eng</i>	<i>Eng+60</i>
ALLEY NEEDS LIME STONE AND REGRADING	6	1		7	1		
ANYTHING IN THE ROAD OR RIGHT OF WAY		1	1				
BRIDGE REPAIRS							
CATCH BASIN BROKEN	36	2	2	36	21		
CATCH BASIN NOT DRAINING	5			5	5	4	4
CAVE IN AT STREET	120	1	1	120	99	29	25
CULVERT REQUEST							
CURB BROKEN OR DISJOINTED	13			13	10		
CURRENT NEW CONSTRUCTION	12		1	11	9		
DITCH IS OVER GROWN	7	4		11	6	1	1
DITCH NOT DRAINING	211	4	9	206	49	24	21
DRESS UP AREA	4		1	3	2		
DRIVEWAY IS BROKEN	10	1	2	9	8		
GRASS OVER GROWN	10	8	12	6	4	1	1
GUARD RAIL PROBLEM	7			7	7		
INSTALL STORM DRAIN PIPE	47		3	44	39	23	22



Key Processes & Tools

Standard Operating Procedure for a Service Request

1. Call is taken by Call Center at City Hall
2. Service Request is created and automatically submitted to Coordinator for action
3. Coordinator assigns Service Request to Supervisor or Staff Member
4. Supervisor contacts Customer to Determine Customer's Needs
5. Supervisor assigns Work Order to Crew
6. Crew Completes the Work
7. Supervisor Quality Checks the Work
8. Service Request/Work Order is Closed Out
9. Follow up Letter is Mailed to Customer



Key Processes & Tools

Inventory System

Public Works implemented a computerized, secured inventory system utilizing a program entitled “*Storeroom*” that interfaces directly with the *Cityworks* program. This system has resulted in greater control of materials and less shrinkage. A total value of approximately \$350,000.00 in supplies is stored in this secured inventory area. Contractor shall be responsible for materials. City shall purchase materials per contract.



Key Processes & Tools

Equipment Maintenance Program and Computer Work Order System

The equipment shop includes a parts inventory room, drive thru service, and history files with spare keys for each piece of equipment. The computer program, Qquest, is used to track maintenance, parts and mechanic performance, and proactive maintenance of equipment and vehicles is required. City is required to provide equipment at a 90% rate of availability. Contractor shall notify City if rental is needed to achieve benchmarks.

Drive-Thru Service



Parts Inventory



Key Processes & Tools

Hurricane Preparedness and Recovery Plan

A Hurricane Preparedness and Recovery Plan is in place used each year.

This plan provides detail procedures to be followed by all Public Works personnel.

Construction Standards

A complete set of specifications detailed for the City of Gulfport's Public Works infrastructure construction is in place.

Computer Technology

Recognizing that computers are a vital tool needed to for day to day operations, there are over 30 computers systems in Public Works.

Key Processes & Tools

GIS-Based Telephone Notification System

In 2003, to better the communication with our customers and the general public, a GIS-Based telephone notification system was purchased from Dialogic. This system is designed to allow an operator to select a specific area of the City to be called. The street addresses are then automatically cross referenced with the 911 phone number database provided by Bell South. The system, then calls each resident to play a prerecorded message. Messages such as boil water notices, water outages, construction projects, or street closures can be communicated in mass without a labor intensive process. Now, Public Works can communicate with the residents by telephone, newspaper, television, door hangers, or signs giving us greater abilities to relay messages.

GeoCast Call List - 88 locations selected

Name	Phone Number	Address	City	State	Zip
APPEL, ROBERT L	228-896-6327	34 OLD OAK LN	GULFPORT	MS	39503
BANKS, BYRON	228-896-6680	63 SHORELINE LN	GULFPORT	MS	39503
BAYOU BLUFF TENNIS CLUB	228-896-9166	11593 W TAYLOR RD	GULFPORT	MS	39503
BIGGS, HUNTLEY H	228-896-3456	9 CEDARWOOD LN	GULFPORT	MS	39503
BILLUPS, GUY	228-896-4834	3 SHADY OAKS	GULFPORT	MS	39503
BRASWELL, BAILEY	228-896-2925	16 CEDARWOOD LN	GULFPORT	MS	39503
BREARD, L CHRISTOPHER	228-896-1709	8 HOLLY CT	GULFPORT	MS	39503
BROWN, HOLLIS R	228-896-7229	4 SHADY OAKS	GULFPORT	MS	39503
CADENHEAD, BOBBY	228-896-5361	31 OLD OAK LN	GULFPORT	MS	39503
CARSON, DONALD J	228-896-7378	28 OLD OAK LN	GULFPORT	MS	39503
CHANDLER, DANNY	228-896-6334	48 SHORELINE LN	GULFPORT	MS	39503
CIUFFETELLI, FRANK	228-896-6885	5 HOLLY CT	GULFPORT	MS	39503
CLARK, THOMAS L	228-897-1010	51 SHORELINE LN	GULFPORT	MS	39503
CROWE, J	228-896-3214	5 CEDARWOOD LN	GULFPORT	MS	39503
DAHL, JEFF	228-896-1633	25 OLD OAK LN	GULFPORT	MS	39503
DAVIS, DORIMAN	228-604-2278	23 OLD OAK LN	GULFPORT	MS	39503
DOULUS, J	228-896-9745	20 OLD OAK LN	GULFPORT	MS	39503
DYMOND, RICHARD	228-896-8162	9103 CROSS CREEK CIR	GULFPORT	MS	39503
FORD, HARVEY L	228-896-1846	13 CEDARWOOD LN	GULFPORT	MS	39503
FORE, ANGELA	228-604-0085	9105 CROSS CREEK CIR	GULFPORT	MS	39503
FOSTER, CALVIN	228-896-0844	5 SHADY OAKS	GULFPORT	MS	39503



Key Processes & Tools

Water & Sewer Master Plan

Currently, with the assistance of A. Garner Russell Engineering, a Master Plan for Water & Sewer is being completed. This plan will assist Public Work and Engineering with priority scheduling and project funding recommendations.

Fuel System

The Public Works facility at 4050 Hewes Avenue contains a fuel system for vehicles and equipment. We have a 30,000 gallon diesel tank and a 10,000 gallon gasoline tank. Employees refuel at this location using a computerized system and ID keys. Fuel is purchased by City. Operator shall oversee and maintain fuel system.

Key Processes & Tools

GPS Vehicle Tracking

GPS tracking devices were placed in vehicles, mainly crew trucks. This system which is web based allows supervisors to view the driving times, locations, speed, and stop times of each vehicle on any given day. A goal of 2 hours or less of driving time has been set.

DISCRETE WIRELESS

MAPS ACCOUNT INFORMATION CONTACTS HELP LOGOUT

FIND | RADAR | REPORTS | HISTORY | ZONES | ALERTS | PREFERENCES

Gulfport Dept. of P. W. *[Kris Rieman]*

Start/Stop Report for 2307 OS (6/6/2005 2:13:22 PM)

Monday, March 7, 2005

	Start Time	Moving Time	Miles Driven	Max Speed	Stop Time	Length	Sensor Time	Idle Time	Approximate Location
0	7:18:44 AM	00:03:49	1.04 mi	14	7:22:33 AM	01:10:40	---	---	81 54th St
1	8:33:13 AM	00:01:40	1.14 mi	50	8:34:53 AM	00:06:00	---	---	Airport Rd
2	8:40:53 AM	00:18:50	4.23 mi	31	8:59:43 AM	00:46:00	---	---	4544 Old Pass Rd
3	9:45:43 AM	00:02:40	0.41 mi	21	9:48:23 AM	00:03:10	---	---	1201 45th St or 1
4	9:51:33 AM	00:01:20	0.23 mi	10	9:52:53 AM	01:02:01	---	---	4553 Old Pass Rd
5	10:54:54 AM	00:01:00	0.29 mi	18	10:55:54 AM	00:03:30	---	---	4215 15th St or 1
6	10:59:24 AM	00:05:10	0.72 mi	25	11:04:34 AM	00:22:40	---	---	662 38th Ave
7	11:27:14 AM	00:01:20	0.43 mi	16	11:28:34 AM	00:30:30	---	---	3659 8th St or 79
8	11:59:04 AM	00:01:30	0.35 mi	6	12:00:34 PM	00:05:10	---	---	527 41st Ave or 4
9	12:05:44 PM	00:09:50	2.33 mi	28	12:15:34 PM	00:07:30	---	---	2244 30th St
10	12:23:04 PM	00:06:40	2.50 mi	32	12:29:44 PM	00:23:50	---	---	4095 Adams St
11	12:53:34 PM	00:09:20	2.31 mi	31	1:02:54 PM	00:47:40	---	---	1327 E Pass Rd
12	1:50:34 PM	00:14:40	3.29 mi	8	2:05:14 PM	00:13:20	---	---	4095 Adams St
13	2:18:34 PM	00:10:20	1.85 mi	30	2:28:54 PM	00:14:20	---	---	5170 N Carolina A
14	2:43:14 PM	00:13:50	3.43 mi	26	2:57:04 PM	00:12:00	---	---	5201 Bryan Ave
15	3:09:04 PM	00:06:00	0.97 mi	24	3:15:04 PM	---	---	---	4154 Hewes Ave
		01:47:59	25.52 mi		06:08:21	00:00:00	00:00:00		

REPORTS

Start/Stop Report

Select mobile: 2307 OS

Select Day: 7 Day

March Month

2005 Year

SUBMIT

* Please allow up to 2 minutes for the fleet start/stop report to complete. Please do not resubmit during that time.

START/STOP BEGIN/END DAY SPEED REPORT FLEET ACTIVITY DETAILED STATUS FLEET SENSOR DRIVER LOG

DISCRETE WIRELESS

MAPS ACCOUNT INFORMATION CONTACTS HELP LOGOUT

FIND | RADAR | REPORTS | HISTORY | ZONES | ALERTS | PREFERENCES

Gulfport Dept. of P. W. *[Kris Rieman]*

Map showing vehicle locations (marked with numbers 1-15) in the Gulfport area. Includes a compass and zoom controls.

HISTORY

Select mobile: 2307 OS

Select Day: 7 Day

March Month

2005 Year

Select Time: 6:00 AM From Hour

6:00 PM To Hour

Show: Time Stops Route Markers Trail Highlight

Speed > mph

SUBMIT

Function: Recenter Mobile Info

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Key Processes & Tools

SCADA (Supervisory Control and Data Acquisition) System for Water & Sewer

In 2003, the City of Gulfport Public Works began requiring SCADA system (Mission Communications) for all new sewer pump stations. This system allows for quicker notification of mechanical problems with the station. This results in greater reliability and proactive diagnosis of potential failures. Fewer sewer spills and electrical cost savings have been achieved. There are currently about 150 sewer lift stations in the City and most those have a SCADA system.

In 2005, Public Works installed a SCADA system on all water wells and elevated water tanks south of Interstate 10. This system will monitor water pressure, chlorine levels, and pH levels. It also provides security for entry into the station and helps diagnosis problems before complete failure. Fewer water outages are expected from implementation of this system. The majority of well and tanks north of I-10 have SCADA systems.



Key Processes & Tools

SCADA (Supervisory Control and Data Acquisition) System for Water & Sewer

The screenshot shows a Microsoft Internet Explorer browser window displaying a SCADA web interface. The browser's address bar shows the URL <https://www.123mc.com/123mc/default.asp>. The page title is "Mission Communications - Microsoft Internet Explorer". The interface features a navigation menu on the left with categories like Reports, Data, and Commands. The main area displays a map of Gulfport, MS, with a green popup window for the "Home Depot/Outlet Mall Well". The popup contains the following data:

- Home Depot/Outlet Mall Well
- Online
- All Normal
- Last: 09 Jun 13:04
- Chlorine 1.31 PPM
- Pressure 81.91 PSI
- Pump 1: RUN

The map shows major roads like I-10 and I-90, and various landmarks. A "KEY" section at the bottom left indicates "AM100 Alarm" with a red square. The browser's taskbar at the bottom shows the Start button and several open applications, including ArcView, Service R..., Inbox - M..., Flat Bran..., RE: Flat..., Mission..., and - - Micros... The system clock shows 1:07 PM.



Department of Public Works

Benchmarks



Benchmarks

Benchmarks & Performance Criteria – Water Requests

ITEM NO.	DEFINITION OF EACH	QUALITY BENCHMARK	PRODUCTION BENCHMARK PER MAN HOUR	RESPONSE TIME BENCHMARK
1	BAD TASTING WATER – Responds to water quality complaint	Dept. of Health Standards	N/A	3 days
2	BROKEN METER – repair meter that is broken	Current Gulfport Construction Standards	4 meters per man-day	8 days
3	HYDRANT LEAK – repair or replace leaking fire hydrant	Current Gulfport Construction Standards	4 repairs/crew-day or 2 replace/crew-week	7 days
4	METER LEAK – repair or replace leaking meter	Current Gulfport Construction Standards	4 leaks repaired per man-day	7 days
5	MTR ADJUSTMT – adjust meter to different height or location	Current Gulfport Construction Standards	4 meters per man-day	12 days
6	MTR BOX BROKEN- repair or replace broken meter box	Current Gulfport Construction Standards	6 meter boxes replaced per man-day	7 days
7	WATER DIRTY – respond to water quality complaint	Dept. of Health Standards	N/A	3 days
8	WATER LEAK – repair water leak	Current Gulfport Construction Standards	2 leaks repaired per crew-day	7 days



Department of Public Works

Measurement of Performance



Measurement of Performance

(a) Customer Satisfaction. Each six (6) months a customer satisfaction survey will be completed by the auditor based upon service requests that were completed during the preceding six (6) months' period. For the survey, customers will be contacted at random to determine the satisfaction rate with a 95% level of confidence. A copy of this survey is attached as Appendix "O". In addition, Customers shall be given the opportunity to provide satisfaction perspectives via an independent telephone survey company, such as Qualistics. The overall satisfaction score shall be calculated by the average of the total results of the three surveys.

(b) Response Time/Production Time. Using the table of benchmarks for the problem corrected, a City of Gulfport inspector will determine by random inspection or otherwise if service requests were completed as indicated in the work order system within the benchmark time allocated for the problem. Response and production time shall be determined as specified on attached appendices.



Measurement of Performance

(c) Quality of Work. Using the City of Gulfport Construction Standards a City inspector will determine by random inspection or otherwise if service requests were completed according to City quality standards.

(d) Completion Rate of Service Requests. Using the CityWorks order system, or the proven system in effect at the time, the completion rate shall be determined by dividing the number of closed service requests by the number of open service requests over the one-year period. Those requests not exceeding the benchmark response/production time shall not be counted.

(e) Routine Maintenance. The measurement for these services shall be determined by the City's inspector reports for each routine maintenance item according to the benchmarks established in the attached appendices.



Department of Public Works

Retainage and Penalties



Retainage and Penalties

A. Purpose of Retention of Compensation. The purpose for City's retention of compensation is to assure that Operator has achievement and incentive standards for performance in the areas of customer satisfaction, quality of work, production and timely response, and systematic routine maintenance, and that the City has applicable benchmarks to measure contract performance.

B. Retention of Compensation. From the Annual Base Fee to be paid by City to Operator under this Contract, City shall retain a total of five percent (5%), by retention from each monthly compensation fee payment one twelfth (1/12) of the annual retention amount. Said retention from monthly payments shall commence with the monthly base fee payment due for the first month of the annual period of this contract. Retention from monthly base fee payments shall continue in the same amount each month during the Term of this Contract.



Retainage and Penalties

- Various Penalties are part of the Contract

Example:

- **Penalty for Failure to Complete Service Requests.** In the event Operator does not complete a service request according to benchmark quality and time standards in its entirety, including documentation, restoration and clean up, the City shall deduct \$1000 per instance and \$100 per day thereafter, as approved by the City's Director of Public Works.

Retainage and Penalties

Retainage Distribution Matrix for Streets & Drainage

	<60%	60-69.9%	70-79.9%	80-89.9%	90-94.9%	95-96.9%	97-99.9%	100%
Customer Survey (10%)	0%	33%	67%	100%	100%	100%	100%	100%
Quality (15%)	0%	0%	10%	25%	50%	75%	100%	100%
Completion % of Requests (20%)	0%	0%	0%	10%	25%	50%	75%	100%
Response/Production Time (15%)	0%	0%	10%	25%	50%	75%	100%	100%
Routine Maintenance (40%)	0%	0%	10%	25%	50%	75%	100%	100%

Department of Public Works

Submittal of Proposal

Submittal of Proposal

Proposers are not required to use the sample job descriptions shown in the Appendix.

Final Plans from Proposers shall become Appendix K in the Contract

Department of Public Works

Contract Documents and Map Books

Department of Public Works

**EVERYDAY HEROES.....
TOUCHING THE LIFE OF EACH
CITIZEN EVERYDAY**

THANK YOU FOR YOUR ATTENTION

