

## **Central Services**

*Tim Ryan, Director, Central Services/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.

2016 was a historic year for Central Services. For the first time the City of Mishawaka sent disaster aid to an Indiana city in need. On August 24, 2016 the City of Kokomo, Indiana was struck by a devastating tornado. A call for help was put out by Kokomo for assistance with the cleanup. Mishawaka responded to the call, sending a crew of employees and equipment.

On September 6, 2016, we headed down to Kokomo with a crew of 6 employees, 4 dump trucks and 1 loader with a grapple bucket. Upon arrival we were immediately put to task cleaning up. Even two weeks after the tornado touchdown, the devastation was unimaginable. We spent the next 3-1/2 days removing debris from the city and the residents and employees of Kokomo could not have been more receptive and gracious to us for our help. The employees who went down represented the City of Mishawaka with honor. I would like to thank Rick Simbeck, Gary Wyrick Sr., Mike Baker, Josh Krop, Andy Williams and Alex Fisher for their professionalism, dedication and making time in their personal lives to aid a community in need. During our 3-1/2 days we removed 83 loads of debris equating to 664 cubic yards and drove a total of 596 miles in the clean-up process at a cost of \$7,632.



*Clearing up debris Kokomo, Indiana September 2016*

## **Motor Vehicle Highway**

Motor Vehicle Highway, more commonly known as Street Department, is an essential part of the Central Service 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 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. Additionally, warmer weather allows us to work on many jobs such as alley grading, street painting, street sweeping and resurfacing the roads that didn't fare well over the winter.

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 2016 season, we removed 9,300 cubic yards of leaves.

Once leaf pick-up is completed, we gear up for the winter months. With 164.5 miles of roadway, snow removal is one of the most important tasks we perform. 2016 was a fairly normal year for snow removal with 35 events requiring our attention, however, a few large snowfalls challenged our crews.

### **Traffic Department**

The Mishawaka Traffic Department recorded 1,267 tasks in 2016 at a cost of \$31,448. These tasks 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.

As in past years, we continue to support the various Departments in the City with their graphic needs, utilizing our high definition printer to create banners, backgrounds and specialized graphics.

### **Grounds Maintenance**

It is the responsibility of the Central Services Department to maintain all green areas of city owned properties that consisting of nearly 700 acres. We are currently on a 5-day mowing schedule that has 8 full-time employees and up to 8 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.

During the winter months, we remove nearly 8 miles of snow on all city-owned sidewalks. These areas include the Riverwalk, all City lots, business office, City Hall, sidewalks on all bridges and all other walk ways adjacent to city-owned property.

Some accomplishments performed by Central Services in 2016:

- Completed Park equipment removal list for all City Parks
- City of Mishawaka auction
- New trash cans and pads at Central Park
- Clearing brush around the Riverwalk
- Cleaning of river race at Robert Beutter Park
- Installed handicap accessible playground at Hillis-Hans Park

### **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 Department., City Hall and other business offices. The Maintenance Department addresses plumbing, electrical, lighting and general environmental issues in and around these facilities. In addition, we maintain an extensive amount of irrigation systems surrounding 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 employee's 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 expansion of the city and its facilities, we hope to continue to our level of service effectively and efficiently. We feel confident that we will be able to demonstrate continuous improvement in the services we provide.

### **Fleet Maintenance**

The Fleet Maintenance Division is responsible for the maintenance, repairs and fueling of all City of Mishawaka and Mishawaka Utilities vehicles. These services range from oil changes to engine rebuilds. In 2016 Fleet Maintenance recorded 1,239 repairs at a cost of \$253,625.00. The City of Mishawaka also used 185,852 gallons of unleaded gas and 92,446 gallons of diesel fuel at total cost of \$386,538.11. With the addition of the automated car wash we were able to provide 6,235 washes in 2016.