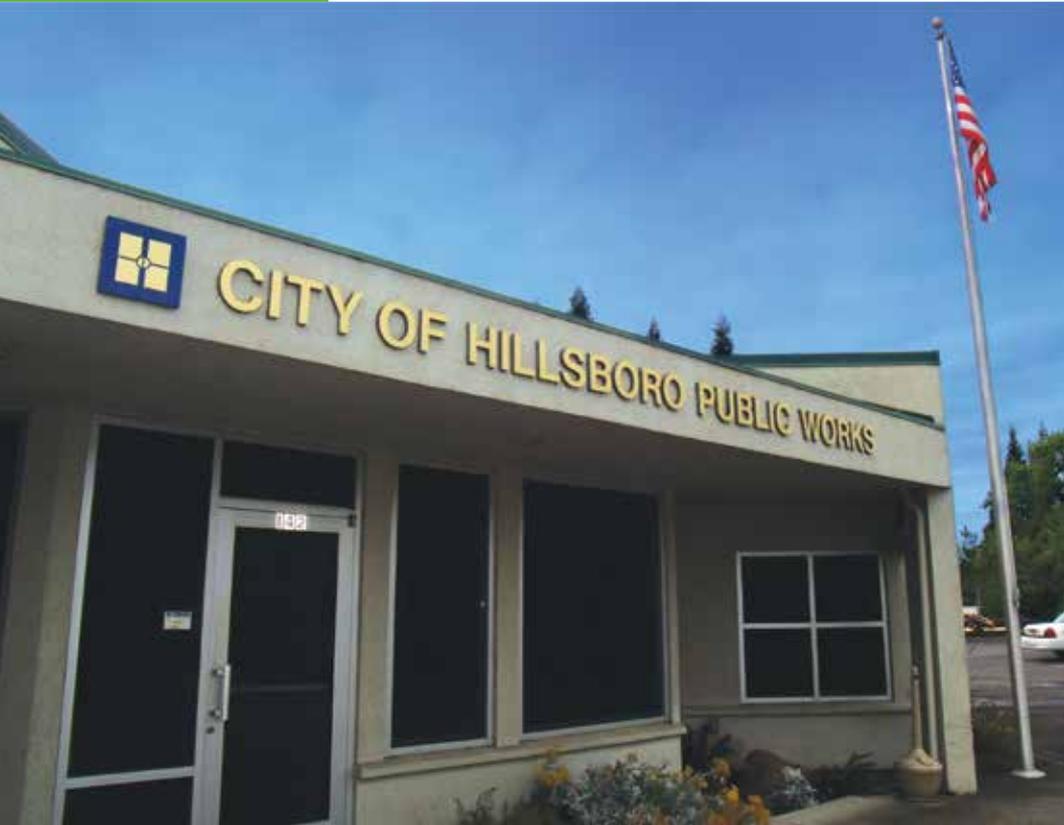


Public Works Department



STRATEGIC PLAN
2013-2016



Hillsboro Civic Center

Contents

Director’s Letter	02
Department Overview	03
Mission & Values	04
Accomplishments	06
Goals Overview	10
Goals in Detail	11

Director's Letter



I am very pleased to present the Public Works Department's Strategic Plan for 2013 through 2016. This document is the culmination of a process through which we collected ideas, aspirations, and reflections on where we have been and where we need to go as a department to meet the growing needs of our customers and the community. This strategic plan celebrates our efforts and accomplishments and prioritizes the programs and projects the Hillsboro community and City leadership have entrusted to us.

I would like to sincerely thank everyone who participated in this effort—City of Hillsboro employees from every department and City Councilors. A special thanks to Public Works employees for their dedication and persistence in compiling and synthesizing a great deal of information. I am confident that our newly formed mission, values, and goals will effectively guide us for years to come and enable us to continue to achieve impressive accomplishments.

I am proud of our track record, as evidenced by our recent accomplishments listed in this document. We look forward to working with our stakeholders, including the citizens of the City of Hillsboro, to keep our strategic plan current and to continually strive to provide the highest quality professional and proactive management of the City's facilities and fleet, transportation, sanitary sewer, and storm drainage infrastructure.

Thomas E. Arnold
Director, Public Works Department

Department Overview

The Public Works Department is comprised of 86 full-time employees allocated between four divisions: Administration, Engineering, Operations, and Facilities and Fleet. All four divisions work together closely to ensure that the citizens of Hillsboro enjoy well-built and properly maintained transportation, sanitary sewer, and storm drainage systems, as well as buildings, vehicles, and other assets.

The Department is comprised of a wide range of uniquely qualified staff whose charge is to fulfill the department's mission in accordance with the City's mission, values, and goals.

We seek to create a values-based departmental culture that puts safety first, promotes teamwork and continual improvement, supports the development of individual employees, embraces collaboration, and is innovative and results-oriented. We recognize the importance of the need to be responsive to our quickly changing environment and to anticipate financial, technological, and community needs.

This strategic plan serves as our primary guide to attaining our goals and aspirations.



Values

Excellence in Public Service

Endeavor for excellence through professionalism, integrity, courtesy, and timely resolution of customer inquiries.

Respect for Diverse Voices & Ideas

Demonstrate respect through active listening and ethical behavior, and by fostering courteous, collaborative relationships with customers and coworkers.

Responsiveness in Customer Service

Provide proactive, prompt, and dependable service to citizen inquiries, above and beyond what is expected.

Tradition of Reliability

Continue to provide reliable service delivery and proactively prepare for the community's anticipated future needs.

Mission Statement

Public Works Department personnel are committed to responsive, collaborative, and reliable service to the community, and strive to provide the highest quality professional and proactive management of the City's facilities and fleet, and transportation, sanitary sewer, and storm drainage infrastructure.

Values *(continued)*

Stewardship of the Public Trust

Maintain trust and confidence with the community through timely responses and the responsible planning and management of the public infrastructure.

Leadership with Ethics & Integrity

Embrace, apply, and demonstrate fundamental moral and ethical principles through transparent action and accountability, honesty, and professionalism.

Culture of Teamwork & Communication

Work with colleagues and citizens to cultivate informed personnel and customers through the transparent, collaborative sharing of ideas and information.

Emphasis on Innovation

Explore solutions through the implementation of best management practices and evaluation of new methods and technologies to improve effectiveness, efficiencies, and affordability in service delivery.

2012-13 Accomplishments



Updated the department's *Design and Construction Standards* for public improvements.

Purchased land for a new Public Works facility and obtained authorization to proceed with architectural and construction documents design.

Held the City's 2nd Annual Public Works Week equipment display on the Civic Center Plaza.

Completed Veterans Drive Phase I and obtained the right-of-way for, and started construction on, Phase 2 to extend Veterans Drive to Brookwood Parkway.

Completed the third of six phases of sanitary sewer rehabilitation in the oldest part of the system.

Replaced **19,000** linear feet of sanitary main line and **16,000** linear feet of sanitary laterals.

Prepared a route survey for NW 253rd Avenue, a transportation project associated with the Brookwood Interchange Project.

Mapped the wetlands and sensitive areas in the North Hillsboro Industrial Expansion Area to facilitate economic development.

Developed procedures for infrastructure mapping.

Implemented electronic plan review for the Engineering permit processes in conjunction with the Building and Planning Departments.

Issued and reviewed **343** development permits.

Completed **41.1 miles** (18.4% of the total City system) of pavement maintenance in the summer of 2012.

Reached a pavement rating of very good to excellent condition on **81.5%** of the City's road system.

Accomplishments *(continued)*

Accepted Ronler Drive from Intel, a new three-lane collector with raised bicycle tracks.

Retrofitted **8** traffic signal pedestrian countdown timers.



Upgraded **66** pedestrian signals with



countdown timers, resulting in 70% of the signals being improved.

Participated in a statewide building code change that will significantly reduce the amount of fats, oils, and grease (FOG) entering the sanitary sewer system from food service establishments.

Constructed **120** new ADA compliant pedestrian ramps of which 33 were high priority locations.

Completed **360** fats, oils, and grease (FOG) inspections.

Performed **135** traffic investigations (stop signs, parking, signals, and crosswalks).

Started a pilot Geographic Information System (GIS) conversion of the storm water collection system into the electronic Cartegraph asset management system.

Set **313** counters on roads and collected traffic counts at **144** locations.

Fully implemented the Cartegraph asset management system on the sanitary sewer collection system.

Designed Glencoe Road rectangular rapid flashing beacon (RRFB).

Cleaned **78** miles of sanitary sewer lines, **7,558** catch basins, **39** miles of storm sewer lines, and **169** manholes.

Designed Minter Bridge Road school zone beacon and rectangular rapid flashing beacon (RRFB).



Accomplishments *(continued)*

Inspected **35** miles of sanitary sewer lines and **26** miles of storm sewer lines.

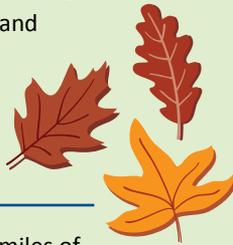
Repaired **10** storm sewer lines.

Rehabilitated **53** of the City's 195 water quality facilities.

Completed **736** public and **73** private water quality facility (WQF) inspections.

Maintained **192** water quality facilities—four visits to each site per year for a total of **884** visits.

Achieved notable program improvements and efficiencies in the 2012 leaf collection program.



Swept **5,962** miles of streets.

Mowed **137** miles of street shoulders.

Pruned vegetation at **1,488** sites for traffic vision clearance.

Installed **190** new traffic signs.

Repaired **4,682** existing traffic signs.

Completed **369** traffic signal repairs.



Painted **102** miles of center lines, bike lanes, and barrier lines.

Installed and/or repaired **9,149** feet of thermoplastic crosswalks and stop bars.

Completed the design and construction of the Hillsboro Baseball Stadium in record time for the first home game of the Hillsboro Hops on June 17, 2013.

Completed construction build-out of the 38,000 sq. ft. addition located on the second floor of the Hillsboro Main Library.

Closed escrow on the sale of the City's five-acre John Olsen/Cornell property for future development in the Amber Glen Community Plan area.

Accomplishments *(continued)*

Facilitated the lease and move-in of the Washington County Museum into the Civic Center Plaza Building.

Began implementation of the new Fleet software to aid in the continual consolidation of City-wide Fleet Management.

Continued as City-wide budget liaison and conduit for all facility and fleet requests from departments and City-wide, five-year capital improvement planning.

Played a lead role in the planning and ranking of the City-wide Facility Capital Improvement Plan.

Procured the design team for Public Works/Fleet facility and held the first design kick-off meeting in March 2013.

Completed the remodel of three facilities to accommodate the relocation and expansion of the Fleet Maintenance shop, Facilities Maintenance shop, and Fire Logistics facility.

Implemented the Civic Center and City Fleet Vehicle parking strategies, which included upgrading two City parking lots.

Assumed the membership management and operation of the public commute bicycle facility located in the Intermodal Transit Facility.

Completed the design of Shute Park Branch Library Renovation and began construction.

Implemented new electrical safety procedures as required by NFPA 70E.

Created an annual savings of **\$116,000** through energy conservation projects.

Received ASE Shop Blue Seal certification from the National Institute for Automotive Service Excellence for the Fleet shop.



Goals Overview

- 01 Continue to serve as a responsible steward of public funds

- 02 Complete an “Active Transportation” system, integrating sidewalks and pedestrian and bicycle infrastructure to serve the entire City, improving neighborhood connections, access to transit, recreational options, and safety

- 03 Create and promote a well maintained roadway network

- 04 Communicate Public Works developer permit requirements and processes more clearly and efficiently

- 05 Create a new Electronic Land Information System (ELIS) for Public Works

- 06 Complete inventory of Geographic Information System (GIS) storm data

- 07 Collect additional and update existing Geographic Position System (GPS) data

- 08 Create a new City-wide Storm Sewer Master Plan

- 09 Establish City-wide mapping control network to use as tool for realization of Vision 2020 goals

- 10 Modernize winter operations program

- 11 Establish open ditch Geographic Information System (GIS) inventory and map

- 12 Enhance asset management system for traffic signs, street lights, and traffic markings

- 13 Decrease energy use and reduce carbon footprint by converting all traditional (sodium and mercury vapor) street lights to environmentally-friendly Light Emitting Diodes (LED) lights, thereby cutting costs while making a significant impact in fight against climate change

- 14 Streamline sanitary sewer maintenance to increase efficiency

- 15 Meet or exceed televised inspection and cleaning standards set by Clean Water Services

- 16 Design and construct new Public Works facility

- 17 Rebuild Shute Park Library

- 18 Remodel third floor of the Hillsboro Civic Center

- 19 Proactively maintain the City’s facilities

- 20 Promote a fully functional and well-maintained fleet of City vehicles

- 21 Continue to serve as budget liaisons to all departments for Facility and Fleet budget requests

- 22 Increase partnerships and foster an engaged, informed community

Goals in Detail

1. Continue to serve as a responsible steward of public funds

A. Align department and program budget allocations with City-wide and department strategic goals

ACTIONS	1. Ensure department budget accurately reflects strategic and operational plans	Short
	2. Maintain adequate department funding for proper management of public infrastructure	Short
	3. Review service delivery procedures to increase efficiency and reduce costs	Short

B. Increase budget transparency and improve spending accountability

ACTIONS	1. Provide additional staff training on account coding to improve tracking of expenses across programs	Medium
	2. Increase analysis of expenditures to improve operations and increase efficiency	Medium

2. Complete an “Active Transportation” system, integrating sidewalks and pedestrian and bicycle infrastructure to serve entire City, improving neighborhood connections, access to transit, recreational options, and safety

A. Develop and regularly update an inventory of bicycle and pedestrian pathways, and make available in print or online

ACTIONS	1. Develop initial inventory and maintenance plan for pedestrian pathways	Short
	2. Develop initial inventory and maintenance plan for bicycle pathways	Short

B. Create and promote safe bicycle and pedestrian routes

ACTIONS	1. Prepare priority list for completion of missing bicycle and pedestrian segments and crossing enhancements	Short
	2. Develop and implement plan to routinely inspect sidewalk condition and encourage or assist property owners to repair sidewalks	Short
	3. Complete Americans with Disabilities Act (ADA) Transition Plan improvements	Long
	4. Complete upgrade of pedestrian signals to countdown timers	Medium
	5. Coordinate with Planning Department to create and promote a bicycle transportation network with transit, employment centers, and regional destinations	Long

3. Create and promote a well maintained roadway network

A. Maintain roadways under the City's jurisdiction in a good or better condition

ACTIONS	1. Continue to create a prioritized list of pavement maintenance activities to improve and maintain pavement condition	Long
	B. Promote maintenance of private roadways	
ACTIONS	1. Develop a comprehensive list of private roadways	Short
	2. Develop and distribute informational resources for property owners that reinforce maintenance responsibilities	Short
	3. Develop policies, procedures, and criteria for requests for City to assume maintenance of private roadways	Short

4. Communicate Public Works developer permit requirements and processes more clearly and efficiently

A. Communicate process step-by-step during pre-application meetings

ACTIONS	1. Develop new handouts to present to developers before or during pre-application meetings	Short
	2. Create new business cards with subject-specific links to the Public Works website, where developers can find the specific information they need	Short
	3. Improve website information on the permitting process to ensure developers can find the specific information they need	Short
B. Create new supporting documentation to enhance public information efforts		
ACTIONS	1. Develop poster (24x36) flowchart to be displayed in hallway of permitting process; give copies to Economic Development for presentations	Short
	2. Install a flat screen TV by the front counter to show a slideshow of each permitting process, as well as maps, announcements about changes, where to find more information, etc.	Short

Timeline Definitions

Short	by June 30, 2014
Medium	by June 30, 2015
Long	by June 30, 2016

5. Create a new Electronic Land Information System (ELIS) for Public Works

A. Create the new database

ACTIONS	1. Transfer data (fees, permit structure, historical developer permit content) from Permits Plus to Accela	Short
	2. Map out workflow of each permit to be created in Accela (electronic permitting) and Project Dox (electronic plan review)	Short
	3. Develop and fine tune electronic plan review and permit and configuration for all engineering and combined building processes	Short
	4. Conduct user acceptance training and workflow testing for electronic plan review (Project Dox)	Short

B. Train Public Works staff to use Project Dox and Accela

ACTIONS	1. Develop training manual for all Public Works end-users for electronic plan review (Project Dox) and electronic permitting (Accela)	Short
	2. Schedule Public Works end-user training prior to use for a live project	Short
	3. Implement regular use of Project Dox and Accela by end-users on live projects	Short



The Pavement Maintenance Program funding increased from \$1.8M in FY 2011/2012 to \$2.8M in FY 2012/2013.

6. Complete inventory of Geographic Information System (GIS) storm data

A. Hire consultant to collect missing storm data

ACTIONS	1. Reorganize existing storm GIS data into new categories	Short
	2. Compare and import existing Water Quality Facility (WQF) data from WQF database and update existing GIS WQF fields	Short
	3. Import all previously mapped catch basin and outfall data into corresponding fields in GIS	Short
	4. Write scope of work for GIS Storm Pilot Project	Short
	5. Hire consultant to manage GIS Storm Pilot Project	Short
	6. At completion of GIS Storm Pilot Project, identify most cost effective methodology for capturing remaining incomplete GIS storm data for entire City using a contractor	Short

B. Use existing available Public Works employees to collect missing storm data

ACTIONS	1. Reorganize existing Storm GIS data into new categories	Short
	2. Compare and import existing WQF data from WQF database and update existing GIS WQF fields	Short
	3. Import existing Geographic Positioning System (GPS) catch basin and outfall data into corresponding fields in GIS	Short
	4. Write scope of work to identify work required for GIS Storm Pilot Project	Short
	5. Hire consultant and complete GIS Storm Pilot Project	Short
	6. At completion of GIS Storm Pilot Project, identify most cost effective methodology for capturing remaining incomplete GIS Storm data for entire City using existing available Public Works employees	Short
	7. Merge new storm data with existing storm database to create a geometric network and connect to Cartegraph software system for asset management	Long

Timeline Definitions

Short	by June 30, 2014
Medium	by June 30, 2015
Long	by June 30, 2016

7. Collect additional and update existing Geographic Position System (GPS) data

A. Create a new infrastructure for collecting GPS data

ACTIONS	1. Establish best and most accurate methodology for department employees to capture new GPS data in the field using a Juno mobile GPS unit	Short
	2. Identify all GPS end-users in department, and datasets required for new GPS data collection	Short
	3. Update procedures manual for using Juno mobile GPS units to collect data	Short
	4. Conduct department trainings for Juno GPS unit usage in classroom and field	Short
	5. Conduct annual department Juno GPS unit refresher training	Medium

B. Edit existing data using Trimble Juno GPS units for both Geographic Information System (GIS) and Cartegraph

ACTIONS	1. Establish the best and most accurate methodology for department employees to update existing GIS data in the field using a Juno mobile GPS unit	Short
	2. Identify all Juno GPS end-users in department and datasets to edit using a Juno mobile GPS unit	Short
	3. Update procedures manual for using Juno GPS units to collect and edit data	Short
	4. Conduct department trainings for Juno GPS unit usage in classroom and in field	Short
	5. Conduct annual department Juno GPS unit refresher training	Medium



The Public Works Department held the City's 2nd Annual Public Works Week equipment display on the Civic Center Plaza.

8. Create new City-wide Storm Sewer Master Plan

A. Develop Geographic Information System (GIS) Storm Pilot Basin Upgrade Project to help determine level of effort (LOE) and budget to complete GIS upgrade for entire City

ACTIONS	1. Hire consultant to conduct complete review of City's GIS Data in two storm sewer pilot basin areas	Medium
	2. Oversee consultant's work on-site with City GIS Tech to resolve as much of missing data in office as possible	Medium
	3. Ensure consultant's survey crew verifies all missing data determined in #2 above	Medium
	4. Discuss information obtained above in a workshop to help determine scope, level of effort (LOE), and budget to finish GIS data collection for entire City	Medium

B. Develop Surface Water Management (SWM) model for entire City

ACTIONS	1. Model all pipes, ditches, and conveyance systems	Medium
	2. Develop a Construction in Progress (CIP) master plan with estimated System Development Charges (SDCs), Fund Depreciation, and other potential funding recommendations	Medium

C. Define regional Water Quality Facilities (WQF) boundaries and Low-Impact Development Approaches (LIDA), both public and private, in Master Plan

ACTIONS	1. Define regional WQF boundaries	Short
	2. Define LIDAs	Short

The Public Works Operations Division installed 190 new traffic signs.



9. Establish City-wide mapping control network to be used as a tool for realization of Vision 2020 goals

A. Develop standards, specifications, and procedures to implement City Mapping Control Network

ACTIONS	1. Consult with Federal, State, and County agencies to insure integration in National Spatial Reference System and other survey control	Short
	2. Determine necessary accuracy, including spacing, observation times, quality checks, and quality assurance, and develop standards to achieve those goals	Short
	3. Determine how to preserve historical data and utilize new database: City Datum and North American Vertical Datum (NAVD 88)	Short
	4. Develop utilization guidelines for City Mapping Control Network	Short

B. Perform field surveys necessary to implement City Mapping Control Network

ACTIONS	1. Determine project control; conduct field visits to all points necessary to determine suitability for GPS control	Short
	2. Establish new control points with an emphasis in growth areas	Short
	3. Establish vertical control by conventional levels	Medium
	4. Conduct GPS survey	Medium
	5. Adjust GPS survey; establish conversion between old and new data (City Datum and NAVD 88 datum)	Medium
	6. Maintain and expand network control points	Long

C. Implement utilization guidelines for City Mapping Control Network

ACTIONS	1. Develop design and construction standards for using City Mapping Control Network	Long
	2. Provide public online access to City Mapping Control Network including Frequently Asked Questions (FAQs) and use guidelines	Long
	3. Develop a Geoid (gravitational surface) Model specific to City, utilizing control information and aerial survey data	Long

10. Modernize winter operations program

A. Update winter operations snow/ice plan

ACTIONS	1. Update Standard Operating Procedures for street operations	Short
	2. Update Geographic Information System (GIS) maps	Short
	3. Update field operation records and emergency contact information	Short
	4. Identify new roads with high volume traffic or traffic that has increased due to natural or manmade causes	Short

B. Implement new winter operations plan

ACTIONS	1. Train all appropriate staff on new plan	Short
	2. Divide program responsibilities to maximize efficiency	Short

11. Establish open ditch Geographic Information System (GIS) inventory and map

A. Obtain open ditch data from existing information and field observation and convert to GIS

ACTIONS	1. Identify and confirm open ditches	Short
	2. Confirm and verify data GIS	Short
	3. Incorporate new data into GIS	Short
	4. Create maintenance schedule	Short
	5. Incorporate schedule into GIS	Short
	6. Incorporate culvert inventory as part of ditching program	Medium

B. Implement new ditching program

ACTIONS	1. Train all appropriate staff on new plan	Short
	2. Divide program responsibilities to maximize efficiency	Short

Timeline Definitions

Short	by June 30, 2014
Medium	by June 30, 2015
Long	by June 30, 2016

12. Enhance asset management system for traffic signs, street lights, and traffic markings

A. Collect data for signs, street lights, and markings

ACTIONS	1. Collect data for traffic signs database	Short
	2. Collect data for street lights database	Medium
	3. Collect data for traffic markings database	Long

B. Create new databases for signs, street lights, and markings

ACTIONS	1. Develop sign and marking databases for asset management	Short
	2. Develop street light database for asset management	Medium
	3. Utilize database to drive creation of work orders to maintain signs, street lights, and markings	Short

13. Decrease energy use and reduce carbon footprint by converting all traditional (sodium and mercury vapor) street lights to environmentally-friendly Light Emitting Diodes (LED) lights, thereby cutting costs while making significant impact in fight against climate change

A. Undertake City-wide, phased, and systematic implementation of LED light fixtures for all public roadway lighting

ACTIONS	1. Develop list of “qualified” LED lamps for different lighting styles (cobra heads, decorative, etc.) based on PGE’s approved list and/or via pilot projects to test lamps	Short
	2. Require use of LED lighting standards for all capital, developer, and infill projects	Short
	3. Upgrade to LED lights for all Option C (City-owned and maintained) end-of-life conversions	Short
	4. Identify a funding mechanism and develop a multi-year LED upgrade project considering capital costs and maintenance needs in order to convert entire existing roadway light inventory to LEDs	Medium

14. Streamline sanitary sewer maintenance to increase efficiency

A. Enter Hillsboro information into Cartegraph (maintenance and asset management system)		
ACTIONS	1. Use GIS, Cartegraph, and Pipetech for entering and tracking line cleaning and pipe inspection data	Long
	2. Use hand-held Trimbles in field for gathering asset information	Long
B. Utilize Cartegraph for measuring time-based performance of assets		
ACTIONS	1. Keep separate records for off-road, traffic control, and dry-season maintenance activities for efficient planning and resource management	Long
	2. Create filter sets in Cartegraph to better utilize stored information	Medium
C. Improve quality control by making corrections with mapping symbology and completing values for data fields		
ACTIONS	1. Use daily maintenance crew feedback to identify and correct symbology and data	Short
	2. Report incorrect mapping and data to engineering staff	Short
	3. Use Pipetech data to update Cartegraph and GIS	Short
	4. Use Pipetech data to correct and update sewer lateral location on GIS	Short

15. Meet or exceed televised inspection and cleaning standards set by Clean Water Services

A. Break down systems into desired cycles of cleaning and trunk basin vs. sub basin		
ACTIONS	1. Utilize Cartegraph and Juno Data Collectors to monitor daily, weekly, and monthly activities and progress	Short
	2. Monitor weekly, monthly, and quarterly reports and make adjustments as necessary to improve performance and efficiencies	Short
B. Identify which basins need scheduling for cleaning, closed circuit television (CCTV), or other maintenance activities		
ACTIONS	1. Utilize Cartegraph to manage and track basin maintenance	Short
	2. Utilize Cartegraph to track hot-spots in each basin; report problems as necessary to Engineering staff; and follow up as necessary to verify work is complete and work orders are properly closed	Short

16. Design and construct the new Public Works facility

A. Engage Architectural and Engineering services (A&E) and Construction Manager General Contractor (CMGC) services

ACTIONS	1. Assess programming needs with department and architect	Short
	2. Develop design and layout of facility	Short
	3. Develop, publish, and disseminate CMGC Request for Proposals (RFP)	Short
	4. Review, rate, and select proposals	Short
	5. Bring contractor onto design team for input on design through construction processes	Medium
	6. Apply for development review and permits	Medium

B. Construct Public Works facility

ACTIONS	1. Negotiate construction Guaranteed Maximum Price (GMP) contract	Medium
	2. Construct facility	Medium
	3. Bid and hire moving contractors and coordinate move	Medium

17. Rebuild Shute Park Library

A. Rebuild the 37-year-old structure, maintaining its character and basic framework while enhancing safety, comfort, and capacity

ACTIONS	1. Continue work with contractor and architect and customer department	Short
	2. Complete construction	Short
	3. Coordinate installation of Automated Materials Handling System	Short
	4. Design shelving layout for collections; purchase shelving and coordinate installation	Short
	5. Bid and hire moving contractors and coordinate move	Short

18. Remodel third floor of the Hillsboro Civic Center

A. Expand the Water Department's office area

ACTIONS	1. Work with architect and customer departments to develop design and bid documents	Short
	2. Complete Invitation to Bid process and award contract	Short
	3. Complete construction	Short
	4. Bid and hire moving contractors and coordinate move	Short

B. Upgrade I.T. Lab

ACTIONS	1. Work with architect and customer departments to develop design and bid documents	Short
	2. Complete Invitation to Bid process and award contract	Short
	3. Complete construction	Short
	4. Bid and hire moving contractors and coordinate move	Short

C. Relocate large conference room

ACTIONS	1. Work with architect and customer departments to develop design and bid documents	Short
	2. Complete Invitation to Bid process and award contract	Short
	3. Complete construction	Short
	4. Bid and hire moving contractors and coordinate move	Short

The department's Fleet shop received ASE Shop Blue Seal certification from the National Institute for Automotive Service Excellence.



19. Proactively maintain City's facilities

A. Implement regular preventive maintenance

ACTIONS	1. Conduct regular building assessments of City facilities	Short
	2. Establish maintenance contracts in various disciplines (HVAC, Electrical, Roofing, etc.)	Short
	3. Prioritize projects utilizing budgeted facility maintenance program funds	Short

B. Conduct timely building repairs

ACTIONS	1. Continue to enhance and utilize facility maintenance work order system, and encourage customers to use it to report issues and input requests	Short
	2. Update procedures and information on work orders, emergency pager use, and janitorial dispatch; continue to educate staff	Short
	3. Utilize work order data to establish baseline for response times and look for ways to improve	Medium

20. Promote a fully functional and well-maintained fleet of City vehicles

A. Facilitate timely repairs

ACTIONS	1. Continue in-house repairs and use of contracts with outside vendors for light-duty and heavy-duty vehicles; maintain contracts with LMH and Hillsboro diesel	Short
	2. Continue to build vehicle information into Fleet software, including information on parts	Medium
	3. Develop customer (department) access to fleet software to request and schedule repairs	Long

B. Develop preventive maintenance program

ACTIONS	1. Utilize contracts in place for scheduled maintenance	Short
	2. Utilize fleet software to schedule regular preventive maintenance based on time or miles	Medium
	3. Promote and budget timely vehicle replacements	Long

21. Continue to serve as budget liaisons to all departments for facility and fleet budget requests

A. Align customer (department) needs with City and Council priorities and available funding

ACTIONS	1. Coordinate with Finance Department to assess each department's needs for upcoming budget year and five-year projection	Short
	2. Give expert recommendations, and help prioritize and gather quotes and develop estimates	Short
	3. Prioritize budget requests and forward recommendations to Finance and Administration Departments' staff	Short

22. Increase partnerships and foster an engaged, informed community

A. Increase number and reach of public engagement events

ACTIONS	1. Engage youth at Outpost through hands-on activities to educate them about role of Public Works in their community	Short
	2. Notify citizens via flyer, newsletter, social media, and established contacts at other agencies to increase participation in Public Works Week	Short
	3. Increase Public Works' participation in "Celebrate Hillsboro" to engage and inform community	Short

B. Provide opportunities that introduce local students to careers in Public Works

ACTIONS	1. Give students hands-on experience through field trips and/or school presentations by reaching out to Hillsboro schools	Medium
	2. Provide students with internship and job shadowing opportunities that introduce them to Public Works careers and help them acquire skills and contacts in the field	Medium

C. Update and increase type and amount of information provided to public

ACTIONS	1. Update pamphlets to provide current information and increase awareness of Public Works services	Short
	2. Utilize website to provide better, faster communication and facilitate interaction with citizens about Public Works services	Short
	3. Utilize social media (Facebook and Twitter posts) as a tool for communication and collaboration with Hillsboro citizens	Short
	4. Develop newsletter to inform citizens about Public Works services and build credibility	Short



CITY OF HILLSBORO

**Public Works Department
150 East Main Street
Hillsboro, Oregon 97123-4028
503-681-6146**