

Public Services

COLERAIN

TOWNSHIP

Forward Together:
Strategic Plan
2017 - 2022

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Meet the CREW



Roger Krebs



Dwight Logan



Frank Short



Dan Shulte



Gary Lauer



Geoff Payne



James Adleta



Todd Bandy



James Bolin



Kevin Weisgerber



Jason Haines



Kraig Reiman



Justin Sturgill



Tawanna Molter



Messages from the LEADERSHIP



Daniel P. **MELOY**, CLEE
Township Administrator

I'm pleased to introduce the Colerain Township Department of Public Services and Planning and Zoning 2017-2022 Strategic Plan. The Plan presents the five-year vision for two Township service agencies, Colerain Township Department of Public Services and the Planning and Zoning Department.

These five-year strategic plans provide our leaders, employees and community an insight into the operations and services each agency will be working toward as we move into the next decade of the 21st century.

Colerain Township and its leaders, greatly appreciate the continuing support for the men and women who serve our community. We are a better community for these committed men and women. We offer a special thanks to all of the residents, business members and Colerain Township staff who helped with setting the vision for the future of our Colerain Township Department of Public Services and Colerain Township Planning and Zoning Department. Without your help, this plan would not be complete.



Geoffrey G. **MILZ**, AICP
Township Assistant Administrator

The hardworking staff of the Department of Public Services do not run into burning buildings or chase down bad guys but their role in our organization and our Township is no less important. The proud staff of this Department work tirelessly to maintain and improve the quality of life for our residents, businesses and visitors- and they do it with professionalism and attention to detail.

We are competitors in a regional market of communities, fighting for families to choose to live and start businesses in Colerain rather than the many other communities they could choose. When families make that choice they consider the quality of parks and the condition of the public realm: our roads and infrastructure among other things.

We know we need to do a better job maintaining our roads and infrastructure and this Strategic Plan is going to guide that improvement over the next five years.

We have a lot of work to do and, with this document as our guide, we will work hard and smart and move the Township *forward together*.



Thomas **BOSARGE**
Public Services Director

The Colerain Public Services Department mission is to provide services that improve neighborhoods and provide places and opportunities for families and groups to come together and play, celebrate and relax. We accomplish this by providing safe neighborhood streets, safe parks for children and adults, and community events like concerts and movies in the park as well as places for families and groups to celebrate special times in their lives.

Our passion is our community and striving to improve the services we provide. We will continue to rehab aging streets, curbs and catch basins and maintain streets. We provide safe parks and playground equipment for our residents along with programs for the children in the township. We work with athletic associations to provide organized sports activities for township youth.

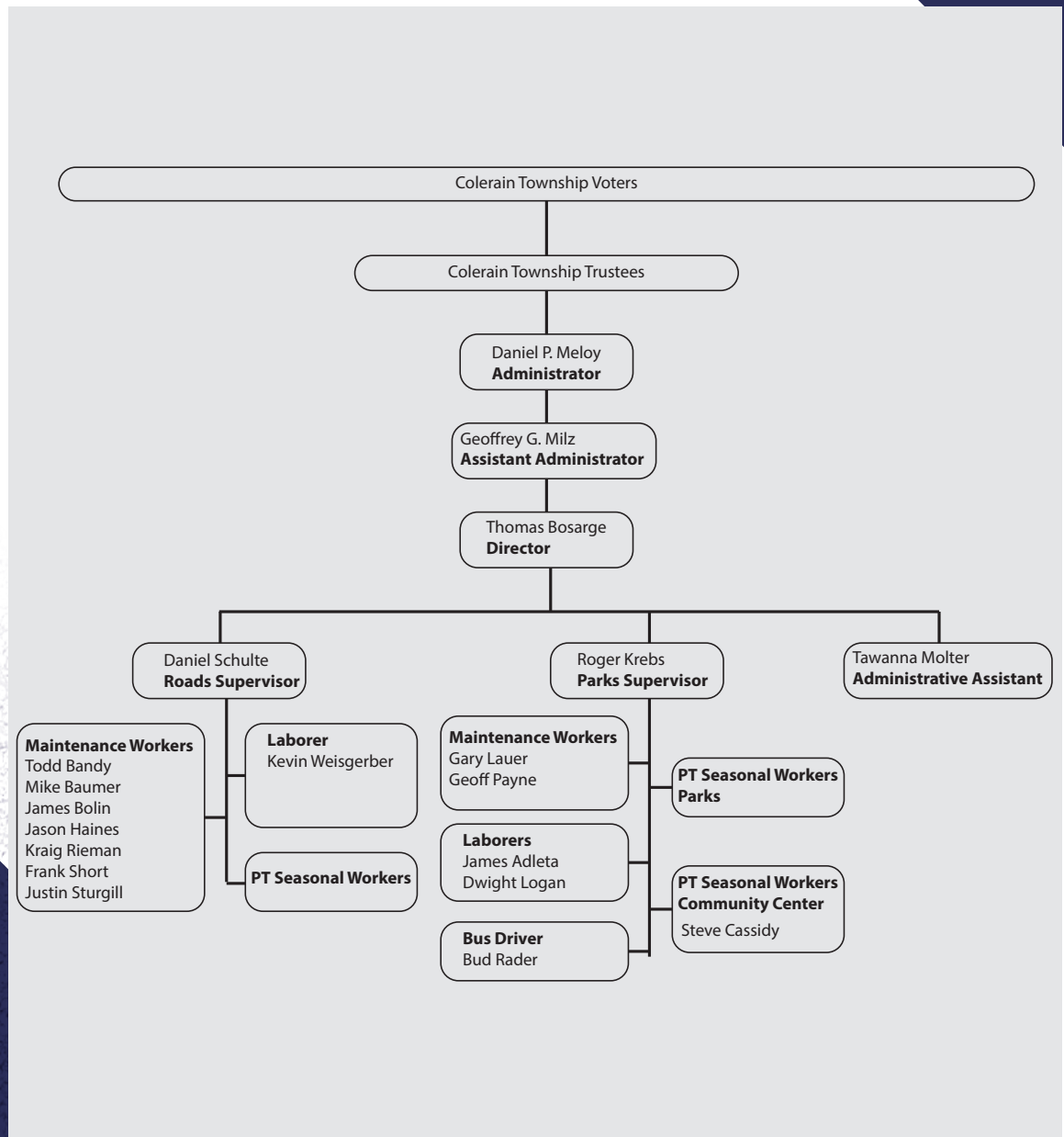
Managing a Community Center with programs for our retirees and space where residents can celebrate special events is a valuable service we provide to the Colerain Community.

The members of the Public Services Department take pride in our community and our work for the residents of Colerain Township.

Organization OVERVIEW

With a population of over 58,000 residents and occupying 43.2 square miles, Colerain Township is one of Ohio's largest townships. The Township is culturally diverse and is comprised of urban, suburban and rural neighborhoods. The focus of the Public Services organization is to provide services to individual neighborhoods and the community as a whole. The roads crews provide services to neighborhoods by managing, maintaining and repairing streets and infrastructure. The parks crews manage and maintain 252 acres in 10 neighborhood parks that includes playgrounds, a spray ground, a skate park, a community garden, two dedicated soccer fields and 11 baseball fields.

In addition to maintaining our roads and parks, the Public Services Department is also responsible for coordinating events throughout township-owned facilities. The events coordinator manages community events such as an annual recycle day, movies and concerts in the park and a large, annual township-wide event. The events coordinator also manages the Community Center which focuses on activities for senior citizens and hall rentals by residents and community organizations for special events such as weddings, anniversaries, graduations and celebrations.

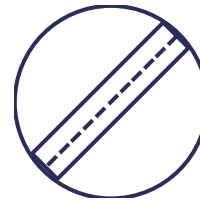


The Roads Department manages and maintains over 114 road miles in Colerain Township neighborhoods. Road maintenance is multifaceted and requires various skills and equipment to perform the necessary work. The Department performs full and partial depth pothole repairs depending on the location and severity of the pothole.

Water is the main culprit in road degradation. Water filters through cracks in the pavement to the base and subsoil beneath the road weakening the foundation. The freeze and thaw factor in our area is always occurring during the winter months. It can be 60 degrees one day and 30 degrees the next day; proven to be harmful on the pavement. To prevent this, it is important to tar seal cracks in the pavement before allowing too much water to reach the subsoil. One area most susceptible to water infiltration is the separation between asphalt and concrete at the curb line. Maintaining the 228 miles of curb on the township's roads is critical in preserving the health of the road. Some portions of a street, particularly the curb edge line, require 2 or more inches of road surface be grinded out and patched.

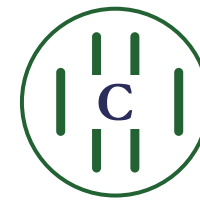
The department is responsible for 4,443 storm drains (catch basins) on the curbs as well as the storm drain pipes beneath the road surface. The area around the surface of the basin must remain sealed to prevent water from seeping into the subsoil. The wall of the basin below the surface is susceptible damage from the freezing and thawing cycle. Repairs require a partial or full rebuild depending on the extent of failure. Catch basins are inspected to ensure they are free of debris such as trash and leaves. The street sweeping program helps to keep catch basins and the entire curb line uncluttered to ensure proper drainage of water from the street and prevent the hazards associated with water puddling on the roadway.

By the NUMBERS



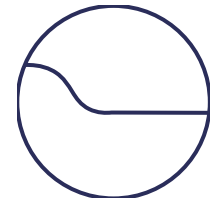
114

• Road Miles



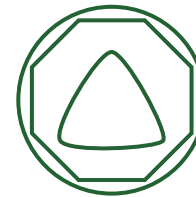
4443

• Catch Basins



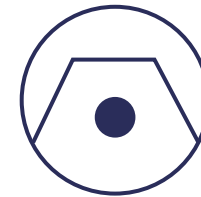
228

• Curb Miles



9000+

• Signs



865

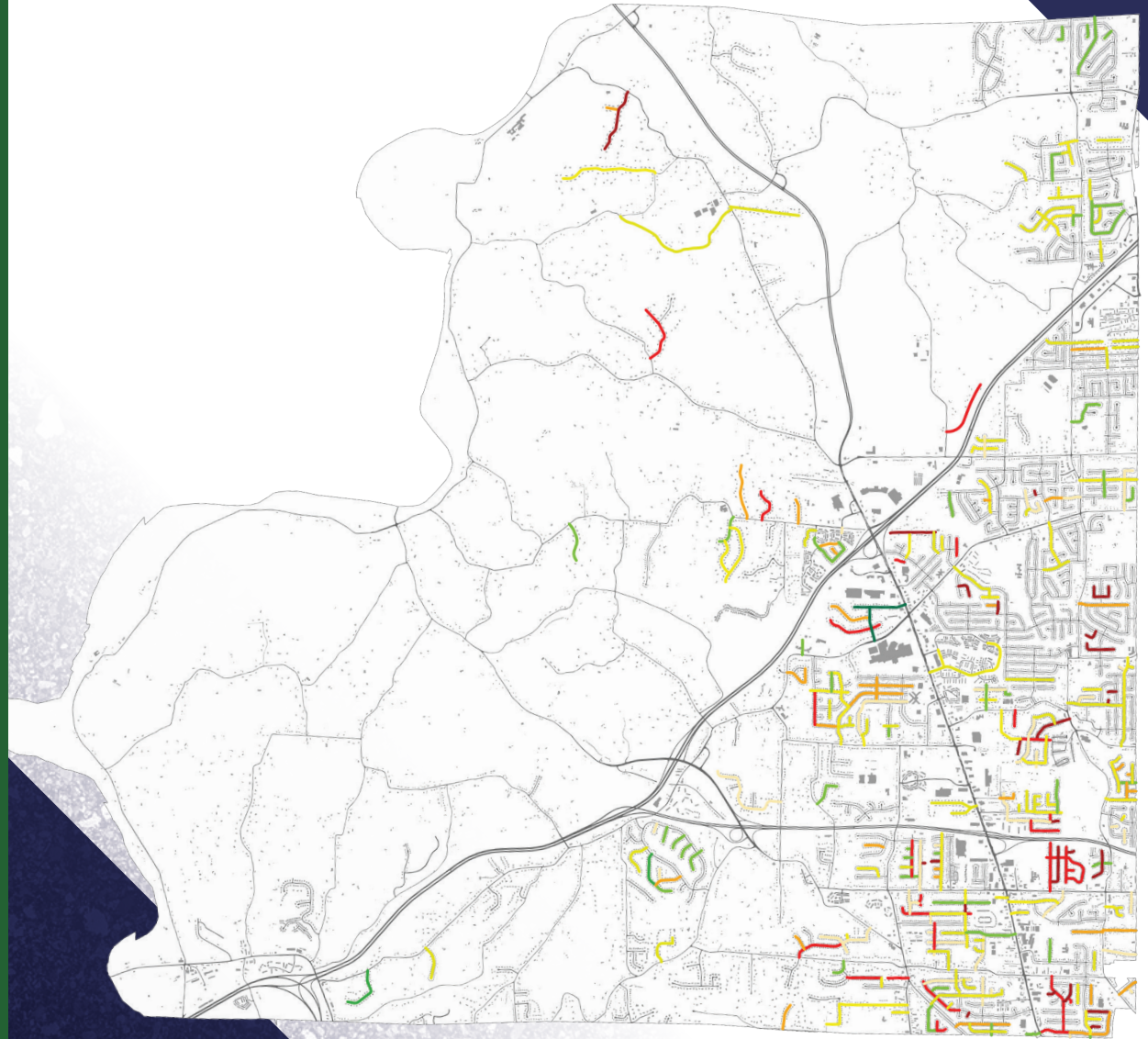
• Headwalls

Maintaining our **ROADS**

Some storm water drains from the storm pipes out to creeks, streams and swales via headwalls that the department maintains. The Township is responsible for inspecting and maintaining 865 headwalls and a 10-foot right of way to ensure the water exits and flows naturally.

The department maps and manages an inventory of over 9,000 signs in Right of Ways throughout the Township. These Township assets are maintained and replaced as necessary for roadway safety. The inventory of signs includes stop signs, yield signs, fire lane signs among others.

Street information is collected and maintained by the department to be used to determine streets that will be included in the annual road rehabilitation program. Information such as age of the street, date of last repair and PCI rating are recorded and kept. This requires streets be inspected biannually for damage and changes in condition.



Maintaining our PARKS

The heaviest users of parks are those under the age of 18 and those over the age of 60; these age groups comprise 45% of the population of Colerain Township. Since 2002, the Township invested \$9 million adding 4 new parks and renovating 5 existing parks increasing total park acres from 43.75 to 252 acres. The department maintains 10 parks with 11 baseball fields, 8 playgrounds, 2 soccer complexes, 2 river access ramps, over 3 miles of paved and nature trails, an amphitheater, skate park, spray park, 3 basketball courts, 9 picnic shelters and a community garden. The department also maintains 11 historical cemeteries throughout the Township.

Summer Events, both big and small, are managed and run by the department; from the Summer Concert and Movies in the Park series to large Township wide events like 4th of July, Taste of Colerain and Recycle Day. The department manages rentals in the Community Center. The Community Center is a place for residents to celebrate important events in their lives and for organizations to hold meetings and special events.



PUBLIC SERVICES MISSION

“To provide community-oriented public services that improve the quality of life of our residents”

VALUES

CUSTOMER SERVICE

We put the safety and welfare of our residents first, everytime.

COMMUNITY

We engage the community to solve problems, deliver community-based services and anticipate future needs.

EXCELLENCE

We are relentless in our pursuit of excellence.

RESPONSIBILITY

We use financial and physical resources responsibly.

TRUST

We build trust with in the crew and within the community through honesty, fairness and accountability.

TEAMWORK

We recognize and value individual talents and use those individual talents on our workcrews to achieve extraordinary results.

VISION STATEMENT

We are a resident-first department that serves as a regional role model for the efficient and effective delivery of public services.

Improve work environment

Continuing to build manpower

Improve Skills and Knowledge Through Training

Build Support with Residents

Public/Private Partnerships

Fiscal Responsibility & Innovation

Employee Experience & Knowledge

Dedication to Community

Support of administration

Funding

Capital Expenditures

Maintenance of under-the-street infrastructure

Deteriorating Neighborhoods

Aging Infrastructure

Conflicting Priorities

Unreasonable Expectations

STRENGTHS

OPPORTUNITIES

THREATS

WEAKNESSES

Lack of Succession Planning

Public Perception of Department

Computer Skills of Staff

Strategic GOALS

1

Improve and maintain the Township road and stormwater infrastructure.

Key Initiatives:

- Annual Road Repair Program Initiative
 - Road Repair Methodology Initiative
 - Road Inspection and Maintenance Initiative
 - Catchbasin Inspection and Repair Program
 - Headwall Inspection and Repair Program
 - Street Tree Inspection, Trimming and Removal Program
 - Edgeline Grinding and Curb Repairs Program
 - Cracksealing and Pothole Repair Program
 - Deadend Trimming and Cleaning Program
 - Street Sweeping Program
 - Street Sign Program
 - Stone Creek Roundabout Construction Initiative
 - SCIP - Acre Design/Engineering Initiative
 - SCIP - Acre Construction Initiative
 - SCIP - Jakies Design/Engineering Initiative
 - SCIP - Jakies Construction Initiative
 - SCIP Initiative
-

2

Ensure that our Township parks and community center facilities are safe, clean and inviting public spaces.

Key Initiatives:

- Playground Inspection and Repair Initiative
 - Playground Replacement Planning Initiative
 - 5-year Community Center Capital Planning Initiative
 - 5-year Parks Capital Planning Initiative
-

3

Foster a culture of opportunity, continuous improvement and excellence in the operations of the Department.

Key Initiatives:

- Personnel Needs Initiative
 - Personnel Training Initiative
 - Community-Oriented Service Delivery Initiative
-

4

Modernize procedures, equipment and technology.

Key Initiatives:

- 5-year Capital Plan Initiative
 - SOP Initiative
 - Technology Modernization Initiative - PubWorks
-

5

Improve communication with internal and external stakeholders

Key Initiatives:

- Customer Survey Initiative
 - Social Media Initiative
 - Website Initiative
 - CERKL Initiative
 - Business Partnership Initiative
 - Summer Camp Initiative
-

Achievement through **IMPLEMENTATION**

2017 Plan of Action

Q1

By April 1st we will:

Complete the Strategic Plan

Q2

By June 30th we will:

- **Hire new Director**
- **Begin SCIP - Acre Design/Engineering Initiative**
- **Begin SCIP - Jakies Design/Engineering Initiative**
- **Begin 2017 Annual Road Repair Initiative**

Q3

By September 29th we will:

- **Begin Technology Modernization Initiative - PubWorks**
- **Continue 2017 Annual Road Repair Initiative**
- **Continue SCIP - Acre Design/Engineering Initiative**
- **Continue SCIP - Jakies Design/Engineering Initiative**
- **SOP Initiative**
- **Customer Survey Initiative**

Q4

By December 22nd we will:

- **Complete Technology Modernization Initiative - PubWorks**
- **Complete SCIP - Acre Design/Engineering Initiative**
- **Complete SCIP - Jakies Design/Engineering Initiative**
- **Complete 2017 Annual Road Repair Initiative**
- **Begin SCIP - Acre Construction Initiative**
- **Begin SCIP - Jakies Construction Initiative**
- **Social Media Initiative**
- **Website Initiative**
- **CERKL Initiative**
- **Road Repair Methodology Initiative**
- **Personnel Training Initiative**

Achievement through **IMPLEMENTATION**

2018 - 2021 Plan of Action

‘18

- **Business Partnership Initiative**
- **Summer Camp Initiative**
- 2018 Annual Road Repair Program Initiative
- Complete SCIP - Acre Construction Initiative
- Complete SCIP - Jakies Construction Initiative
- 5-year Community Center Capital Planning Initiative
- 5-year Parks Capital Planning Initiative
- **5-year Capital Plan Initiative**
- Road Inspection and Maintenance Initiative
 - Catchbasin Inspection and Repair Program
 - Headwall Inspection and Repair Program
 - Street Tree Inspection, Trimming and Removal Program
 - Edgeline Grinding and Curb Repairs Program
 - Cracksealing and Pothole Repair Program
 - Deadend Trimming and Cleaning Program

‘19

- 2019 Annual Road Repair Program Initiative
- SCIP Initiative
- Street Sweeping Program
- Street Sign Program
- Playground Inspection and Repair Initiative
- Playground Replacement Planning Initiative
- **Personnel Needs Initiative**

‘20

- 2020 Annual Road Repair Program Initiative
- SCIP Initiative
- **Community-Oriented Service Delivery Initiative**

‘21

- 2021 Annual Road Repair Program Initiative
- SCIP Initiative

Special **THANKS**

We are grateful to our staff, trustees, residents and stakeholders who gave their input and time to make this plan come to fruition.

Trustee Mike Inderhees, President

Trustee Greg Insco

Trustee Jeff Ritter

Fiscal Officer Heather Harlow

Marty Kohler

Alistair Probst

Frank Cook

Jim Eckoff

Tom Bosarge

Jesse Urbancsik

Glenna Carter

Karen Whitaker

Tom Reininger

Geoff Milz

Jenna LeCount

Emily Randolph

Chief Mark Denney

Todd Bandy

Ron Roberto

Garret Pace

Rebecca Sylvester

Al Grote

Dan Schulte

Dan Meloy

Christina Hamilton