

# METRO NASHVILLE PUBLIC WORKS

## Mission Statement

The mission of Metro Nashville Public Works is to provide professional expertise, transportation infrastructure and neighborhood environmental products to people who live, work, travel through or play in Metro Nashville so they can experience clean neighborhoods and safe and efficient transportation.

# METRO NASHVILLE PUBLIC WORKS

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# METRO NASHVILLE PUBLIC WORKS

## Strategic Goals

1. **By 2012, Metro Public Works will demonstrate its commitment to excellence in customer service as evidenced by:**
  - All customer inquiries and requests will be acknowledged by the next working day.
  - Customer inquiries will be appropriately resolved within 30 days 95% of the time.
2. **The construction of all sidewalks scheduled for completion before 2012 will be completed before 2012.**
3. **By 2012, drivers in Metro Nashville will, on average, experience no worsening of traffic congestion or delays notwithstanding the increased land development and corresponding growth of traffic volume, as evidenced by the annual MPO Travel Time Data.**
4. **By the end of 2008, citizens in Metro Nashville will experience a more efficient and environmentally friendly process for the disposal of their waste as evidenced by 25% of municipal solid waste being recycled.**

# METRO NASHVILLE PUBLIC WORKS

## Engineering Line of Business

The purpose of the Engineering Line of Business is to provide infrastructure design, review, construction, parking, and inspection products to citizens, neighborhoods, Metro departments, consultants and contractors so they can have a variety of options as to their mode of transportation.

### Consultant Services Program

The purpose of the Consultant Services Program is to provide engineering review to our clients.

#### Result Measure

- Number of report decisions completed

#### Output Measure

- Number report decisions provided

#### Demand Measure

- Number report decisions requested

### Traffic Engineering

The purpose of the Traffic Engineering Program is to respond to safety requests.

#### Result Measure

- Number of traffic reports investigated

#### Output Measure

- Number of traffic safety issues reported

#### Demand Measure

- Number of traffic safety issues demanded

### Intelligent Transportation Systems (ITS) Program

The purpose of the Intelligent Transportation System (ITS) Program is to maintain traffic control equipment within the ITS systems.

#### Result Measure

- Number of ITS traffic devices

#### Output Measure

- Number of traffic devices communicating

#### Demand Measure

- Number of traffic devices

# METRO NASHVILLE PUBLIC WORKS

## Engineering Line of Business

The purpose of the Engineering Line of Business is to provide infrastructure design, review, construction, parking, and inspection products to citizens, neighborhoods, Metro departments, consultants and contractors so they can have a variety of options as to their mode of transportation.

### Right of Way Permit Program

The purpose of the Right of Way Permit Program is to provide excavation and lane closure permits.

#### Result Measure

- Number of permits issues

#### Output Measure

- Number of permits provided

#### Demand Measure

- Number of permits demanded

### Sidewalk Construction Program

The purpose of the Sidewalk Construction Program is to contract and repair sidewalks.

#### Result Measure

- Number of sidewalk linear feet constructed

#### Output Measure

- Number of sidewalk linear feet constructed

#### Demand Measure

- Number of sidewalk linear feet proposed

### Street Construction Program

The purpose of the Street Construction Program is to maintain Davidson County's roadways, alleyways and bikeways.

#### Result Measure

- Number of lane miles paved

#### Output Measure

- Number of lane miles paved

#### Demand Measure

- Number of planned lane miles to pave

## Engineering Line of Business

The purpose of the Engineering Line of Business is to provide infrastructure design, review, construction, parking, and inspection products to citizens, neighborhoods, Metro departments, consultants and contractors so they can have a variety of options as to their mode of transportation.

### Parking Program

The purpose of the Parking Program is to monitor Metro garage operations and monitor on-street parking in Metro Davidson County.

#### Result Measure

- On-street parking revenue change year over year

#### Output Measure

- On-street parking revenue

#### Demand Measure

- On-street parking meter maximum revenue

# METRO NASHVILLE PUBLIC WORKS

## Right of Way Operations Line of Business

The purpose of the Right of Way Operations Line of Business is to provide right of way installation, maintenance and repair products to the public so they can enjoy clean and safe public ways.

### Traffic Signal Program

The purpose of the Traffic Signal Program is to provide traffic signal installation, maintenance and repair products to the traveling public so they can travel in a system that is well maintained.

#### Result Measure

- Percentage of time traffic signals are operational

#### Output Measure

- Number of hours signals are operational

#### Demand Measure

- Number of hours signals are demanded to be operational

### Traffic Sign and Marking Program

The purpose of the Traffic Sign and Marking Program is to provide traffic sign and street marking installation, maintenance and repair products to the traveling public so they can travel in a safe traffic system and receive timely and accurate traffic information, instructions and warnings.

#### Result Measure

- Percentage of non-regulatory sign repairs appropriately resolved within 30 days

#### Output Measure

- Number of non-regulatory sign repairs

#### Demand Measure

- Number of non-regulatory sign repairs demanded

### Roadway Maintenance Program

The purpose of the Roadway Maintenance Program is to provide roadway and bridge installation, maintenance and repair products to the traveling public so they can travel in right of ways with a minimum of exposures to pavement defects or other hazards.

#### Result Measure

- Percentage of customer inquiries appropriately resolved within 30 days

#### Output Measure

- Number of customer inquiries completed

#### Demand Measure

- Number of customer inquiries demanded

## Right of Way Operations Line of Business

The purpose of the Right of Way Operations Line of Business is to provide right of way installation, maintenance and repair products to the public so they can enjoy clean and safe public ways.

### Emergency Response Program

The purpose of the Emergency Response Program is to provide timely emergency response products to the public so their homeland security is enhanced and their exposure to any man made or natural incident that may pose a threat to their ability to safely travel upon Metro roadways or designated emergency routes is minimized.

### Result Measure

- Percentage of emergency incidents receiving a response within one hour

### Output Measure

- Number of emergency incident responses

### Demand Measure

- Number of emergency incident responses required

# METRO NASHVILLE PUBLIC WORKS

## Waste Management Line of Business

The purpose of the Waste Management Line of Business is to provide waste collection and disposal products to Nashvillians so they can have environmentally safe and efficient collection and disposal of waste.

### Waste Collection Program

The purpose of the Waste Collection Program is to collect waste from Davidson County citizens and business in the Urban Services district.

#### Result Measure

- Number of scheduled trash pickups in Davidson County

#### Output Measure

- Number of trash pickups

#### Demand Measure

- Number of trash pickups scheduled

### Waste Disposal Program

The purpose of the Waste Disposal Program is to provide an environmentally safe and efficient means to dispose of Municipal Solid Waste in Davidson County.

#### Result Measure

- Number of tons of Metro and Contracted Municipal Solid Waste

#### Output Measure

- Number of tons of Metro and Contracted Municipal Solid Waste collected

#### Demand Measure

- Number of tons of Metro and Contracted Municipal Solid Waste demanded

### Drop off and Convenience Centers Program

The purpose of the Drop Off and Convenience Centers Program is to provide residents of Davidson County with additional opportunities to recycle and dispose of waste.

#### Result Measure

- Tons of recyclables, household hazardous waste and solid waste

#### Output Measure

- Tons of recyclables, household hazardous waste and solid waste

#### Demand Measure

- Tons of recyclables, household hazardous waste and solid waste

## Waste Management Line of Business

The purpose of the Waste Management Line of Business is to provide waste collection and disposal products to Nashvillians so they can have environmentally safe and efficient collection and disposal of waste.

### Environmental Education Program

The purpose of the Environmental Education Program is to provide waste handling information products to people in Davidson County so they can receive more cost efficient services due to their compliance with proper procedures

#### Result Measure

- Number of educational opportunities provided

#### Output Measure

- Number of educational opportunities provided

#### Demand Measure

- Number of educational opportunities demanded

# METRO NASHVILLE PUBLIC WORKS

## Customer Service Line of Business

The purpose of the Customer Service Line of Business is to provide informational products to the public and other Metro agencies so their requests and inquiries will be acknowledged and responded to in a timely manner.

### Customer Response and Support Program

The purpose of the Customer Response and Support Program is to answer 311, Waste Management and Streets and Roads calls.

#### Result Measure

- Number of 311, Waste Management and Streets and Roads calls received

#### Output Measure

- Number of 311, Waste Management and Streets and Roads calls received

#### Demand Measure

- Number of 311, Waste Management and Streets and Roads calls received

# METRO NASHVILLE PUBLIC WORKS

## Administrative Line of Business

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers

### Administrative Program

The purpose of the Administrative Program is to provide IT support, facilities management, HR support, financial management support, procurement support, records retention support, safety and risk management support, and leadership support products to the operational divisions of Public Works so they can focus on operational issues while still having their administrative needs met.

### Result Measure

- Percentage of budget variance

### Output Measure

- Number of Budget Accountability Reports (BAR) completed

### Demand Measure

- Number of BAR reports demanded