

**STREET DEPARTMENT**

**STANDARD OPERATING  
PROCEDURES**

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## **1.0 INTRODUCTION**

The following is a draft policy and plan for the operation and maintenance procedures to be presented to the City of Jonesboro Public Works Committee.

The City of Jonesboro Street Department is responsible for maintaining over 400 miles of paved roads and 311 miles of creek and drainage areas. The Street Department also maintains the City's industrial railroad spur and the early warning tornado siren system. The Street Department has fifty-nine budgeted personnel to perform these activities. The Street Departments' governing responsibility primarily falls under Title 9 of the City of Jonesboro's Code Book.

## **2.0 ASSIGNMENT OF JOB DUTIES**

### **2.1 WORK REQUEST**

- 2.1.1** When a call is received regarding an issue to be fixed by the Street Department, a Work Request is created in the CartèGraph system by office personnel.
- 2.1.2** The Work Request will note who called in, a contact number and any information that has been provided about the issue.
- 2.1.3** The Work Request will be assigned to a Street Supervisor or Street Crew Leader who will review the request and make a site visit.
- 2.1.4** If the Work Request is not a Street Department issue but is a City issue, office personnel will notify the appropriate Department of the request, make the appropriate notes in CartèGraph and close the request.
- 2.1.5** If the Work Request is not a City issue, the office personnel will notify the requester, make the appropriate notes in CartèGraph and close the request.

### **2.2 WORK ORDER**

- 2.2.1** If the Street Supervisor or Crew Leader determines the Work Request is a Street Department issue, they will ask office personnel to convert the Request to a Work Order in the CartèGraph system.
- 2.2.2** The Work Order will be assigned to the appropriate Crew Leader and the work will be scheduled.
- 2.2.3** Each day the Street Supervisors will give office personnel a copy of any Work Order assigned to their crews that day. Office personnel will enter the data in CartèGraph. Each Work Order will detail:
  - A.** Employee name and time worked
  - B.** Material and quantity used
  - C.** Equipment number and time used
  - D.** Description of work performed

## **3.0 PERSONNEL**

### **3.1 OFFICE PERSONNEL**

- 3.1.1** Receive telephone calls from the general public, other City employees and public officials
  - A.** Determine if call requires a Work Request
  - B.** Provide information on existing Work Request or Work Order
  - C.** Direct calls to outside agencies (CWL or AHTD)
- 3.1.2** Forward information to other City departments (i.e. code enforcement issue or Engineering issue)
- 3.1.3** Dispatch personnel as needed
- 3.1.4** Daily attendance and time keeping
- 3.1.5** Maintain personnel files
- 3.1.6** Bi-monthly payroll
- 3.1.7** Process invoices for payment; scan in R2M; forward to Finance
- 3.1.8** Obtain price quotes for supplies; follow procedures set forth in the *City of Jonesboro's Purchasing Manual*
- 3.1.9** Responsible for Gasboy fuel system
  - A.** Fuel levels
  - B.** Usage reports
  - C.** Annual testing
  - D.** Software issues
- 3.1.10** Administrative and/or clerical duties as needed by department.
- 3.1.11** Assist with yearly budget process.

### **3.2 STREET MAINTENANCE PERSONNEL**

- 3.2.1** Street cleaning
  - A.** Sweepers
  - B.** Public service workers
- 3.2.2** Right of Way
  - A.** Mowing
  - B.** Spraying
- 3.2.3** Site Obstruction
  - A.** Trim trees or shrubs blocking signs
  - B.** Trim trees or shrubs blocking signals
- 3.2.4** Traffic Control
  - A.** Signs
  - B.** Striping
  - C.** Signals
    - 1.** Traffic
    - 2.** Railroad
  - D.** Tornado sirens

## **3.2 STREET MAINTENANCE PERSONNEL (con't)**

- 3.2.5** Concrete crew
  - A. Build drain boxes
  - B. Repair broken concrete

## **3.3 STREET DRAINAGE PERSONNEL**

- 3.3.1** Major drainage
  - A. Clean and mow major ditches
  - B. Bridge repair
- 3.3.2** Minor drainage
  - A. Mop out and clean rear lot ditches
  - B. Mop out and clean road side ditches
- 3.3.3** Street pipe crew
  - A. Install pipe
    1. Street Department does not install pipe for private citizens.
    2. Engineering Department provides pipe size for each project.
    3. Driveway pipe is replaced at City expense when necessary for positive drainage.
  - B. Install box culverts

## **3.4 STREET CONSTRUCTION PERSONNEL**

- 3.4.1** Dump truck used to haul material to and from job sites
- 3.4.2** Loader used to load material for all projects
- 3.4.3** Tool room
- 3.4.4** Housekeeping and uniform service
- 3.4.5** Street repair
  - A. Potholes
  - B. Street cut patchwork
  - C. Minor street patchwork
- 3.4.6** Minor drainage
  - A. Mop out and clean rear lot ditches
  - B. Mop out and clean road side ditches

## **4.0 DRAINAGE MAINTENANCE**

### **4.1 GENERAL**

Drainage issues are identified from site observations, calls from the general public and public officials. The Street Superintendent works closely with the

## **4.0 DRAINAGE MAINTENANCE (con't)**

### **4.1 GENERAL (con't)**

Engineering Department to determine how to resolve the issue and determine the priority of the project.

- A.** Once the needed easement or right of way has been identified and acquired, Street Department personnel will be assigned and the project will be scheduled.
- B.** It is the property owner's responsibility to remove any fence, shrubs or structures in City easement.
- C.** If items are in the easement, Street Department personnel will notify the property owners at least 2 weeks prior to the work beginning to allow owners time to remove any items.
- D.** If the property owner does not remove items in the easement, Street Department personnel will remove items at no cost to the owner. However, the City will not be responsible for any damage to items and the City will not be responsible for placing the items back.
- E.** Major and minor drainage ditches are assigned for maintenance through our work order procedures.
- F.** During rain events street personnel are assigned to work zones to check drains and to help ensure that the ditches have adequate flow.
- G.** A City map showing the designated work zones has been created and is displayed in the Street office.

## **5.0 SNOW AND ICE CONTROL**

### **5.1 GENERAL**

**5.1.1** The Street Department is responsible for snow and ice removal. The department takes a proactive approach by utilizing the following equipment: 5 road graders, 8 snow plows with spreaders, 6 chemical trucks, and 1 plow.

- A.** The Street Superintendent or a Street Supervisor closely monitors the weather and dispatches chemical trucks as needed for the pre-treatment of overpasses and bridges.
- B.** When directed by the Street Superintendent or Supervisor, the operators first start on the arterial roads and the areas around hospitals, schools and emergency service facilities.
- C.** Next the operators move to the collector streets then rotate back to the arterials.

## **5.0 SNOW AND ICE CONTROL (con't)**

### **5.1 GENERAL (con't)**

- D.** When a winter storm occurs during the day time hours, Street personnel start work removing snow/ice from inside the City working out toward the City limits.
- E.** When a winter storm occurs during the night time hours, Street personnel start work removing snow/ice starting at the City limits working in toward the center of town.
- F.** A City map showing the street priorities in each work zone has been created and is displayed in the Street office.

## **6.0 ASPHALT WORK**

### **6.1 GENERAL**

- 6.1.1** The Street Department repairs and maintains all roads accepted by the City. The department does not maintain State or Federal highways or private drives.
  - A.** The Street Department is responsible for patching, repairing and creating new roads as assigned.
  - B.** The Street Department provides street plates to be used by contractors or individuals on a street cut in the city right of way.
    - 1.** The contractor or individual must have a street cut permit.
    - 2.** The contractor or individual should allow 24 hours notice prior to the need of the street plate.
    - 3.** Currently there is no time limit on how long the street plate can be kept.
  - C.** Street Department personnel will make sure the contractor has obtained a street cut permit as required under Section 9.08.02 of the City Code Book.
  - D.** Street Department personnel will inspect each street cut to insure repairs are made according to City policy.
  - E.** The City contracts out certain maintenance items such as overlays, sealing and milling.
  - F.** Street repairs are received and scheduled through the Work Order procedures.

## **7.0 CONCRETE**

### **7.1 GENERAL**

**7.1.1** The Street Department is responsible for maintaining and repairing certain structures within the street right of way.

- A. Street curbs
- B. Drain boxes
- C. Wing walls
- D. Sidewalk – when determined by Engineering to be City’s responsibility
- E. Drainage pipe

**7.1.2** The repairs are scheduled through the Work Order procedures.

## **8.0 MOWING AND DEBRIS REMOVAL**

### **8.1 GENERAL**

**8.1.1** The Street Department is responsible for mowing and maintaining right of ways for the City.

- A. During mowing season the Street Maintenance crew is responsible for maintaining or removing grass, tree limbs, trash and debris.
- B. Designated ditches and street right of ways are sprayed for weed control.
- C. Dead trees in the City right of way are removed at property owner’s request and/or for public safety.
- D. Dead tree limbs are removed from trees in the City right of way at property owner’s request and/or for public safety.
- E. After a storm or act of nature, Street Department personnel will pick up trees and/or limbs that fall in the street. Property owners are responsible for damaged or fallen trees, limbs and shrubs in their yard.
- F. A map showing mowing routes is available for review in the Street Department office.



## **9.0 TRAFFIC SIGNALS**

### **9.1 GENERAL**

- 9.1.1** There are approximately seventy-five signaled intersections maintained by the Street Department.
  - A. Loops
  - B. Video Detection
  - C. Bulbs
  - D. Timing phases
- 9.1.2** Routine maintenance on traffic signals is scheduled by Street Department personnel.
- 9.1.3** Traffic signals on Arkansas State Highway right of way are maintained under the direction of the Arkansas Highway Department.
- 9.1.4** Problems that occur outside routine maintenance are scheduled through the Work Order procedures.

## **10.0 SIGNS AND PAINTING**

### **10.1 GENERAL**

- 10.1.1** The Street Department creates and maintains signage in the City street right of ways.
  - A. Street marker signs
  - B. Regulatory signs
  - C. Warning signs
  - D. Information signs
- 10.1.2** The Street Department maintains all street markings for all City streets.
- 10.1.3** Work is scheduled through the Work Order procedures.

## **11.0 RAILROAD**

### **11.1 GENERAL**

- 11.1.1** The Street Department maintains the railroad track section that runs through Industrial Park. Street personnel provide and document monthly, quarterly and yearly maintenance and inspections.

## **12.0 TORNADO SIRENS**

### **12.0 GENERAL**

**12.1.1** The Street Department maintains twenty-six tornado sirens. The department works with the Fire Department in providing personnel to observe the testing of the sirens every Thursday when the weather permits.

**12.1.2** Sirens that do not work are scheduled to be repaired either by Street personnel or through private contractors.

## **13.0 EMERGENCY PROCEDURES**

### **13.1 GENERAL**

**13.1.1** In the event of an emergency such as natural disaster, the Street Superintendent will be notified by 911 dispatch center.

**A.** The Superintendent notifies the Supervisor(s) on call.

**B.** The Supervisor(s) notifies personnel as needed.

**13.1.2** Street Supervisors and designated crews rotate monthly with on-call duty.

## **14.0 INFORMATION**

### **14.1 GENERAL**

**14.1.1** Information about road conditions and operations can be obtained by contacting the Street Superintendent, Street Supervisors, or the Office Manager.

## **15.0 NONAUTHORIZATIONS**

### **15.1 GENERAL**

- 15.1.1** The Street Department is not authorized to perform any work on private property. All work performed must be within City right of way or easement. In some cases the property owner may sign a temporary easement to allow Street Department access to their property.
- 15.1.2** Residents are not permitted to place drainage tiles in ditches without approval from the Engineering Department.
- 15.1.3** The Street Department is not authorized to maintain sidewalks that are not within a dedicated right of way or easement.
- 15.1.4** No street cut shall be allowed without a permit and deposit being made, (with the exception being the utility companies, where no permit or deposit is required). Current payment and permitting information is listed under Sec. 9.08.02 of the City code book.

## **16.0 SUMMARY**

The Street Department not only strives to maintain current infrastructure but also create new infrastructure as directed by City officials. This Department has personnel on call twenty-four hours a day, seven days a week all year to provide the residents of Jonesboro safe transportation routes and drainage maintenance in order to help ensure public health and safety.