

*TOWN OF NEW MILFORD*



*PUBLIC WORKS DEPARTMENT*

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**MISSION:**

**THE DEPARTMENT AND ITS EMPLOYEES STRIVE TO PROVIDE TOP QUALITY, PROFESSIONAL, EFFECTIVE, AND TIMELY SERVICES TO RESIDENTS, BUSINESSES, REGULATORY AGENCIES AND INTERNAL CUSTOMERS. WE DO THIS BY FOCUSING ON RELATIONSHIPS WITH OURSELVES AND OUR CUSTOMERS, AND ON CUSTOMER SERVICE AND SATISFACTION, THUS IMPROVING OUR IMAGE AND MAINTAINING THE COMMUNITY'S TRUST. WE SUPPORT**

**AND ENHANCE A HIGH QUALITY OF LIFE FOR THE TOWN'S RESIDENTS, BUSINESSES AND VISITORS BY PROVIDING WELL PLANNED, ENVIRONMENTALLY SENSITIVE, COST EFFECTIVE INFRASTRUCTURE AND SERVICES TO PROMOTE PUBLIC HEALTH, PERSONAL SAFETY, TRANSPORTATION, ECONOMIC GROWTH AND CIVIC VITALITY.**

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**ANNUAL REPORT  
NEW MILFORD PUBLIC WORKS DEPARTMENT  
2021-2022 FISCAL YEAR**

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## INTRODUCTION

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The Public Works Department is responsible for providing the Town of New Milford with a safe, sustainable and environmentally sound infrastructure and facilities. The Department performs infrastructure maintenance, conducts road construction and repair, tree trimming and removal, snow removal on New Milford's more than 226 miles paved and gravel roads, maintains the Town's 60 Bridges (37 of which are over 20 feet), emergency services related to storm events, specifies and replaces the storm sewers, sweeps streets consistent with the MS4 requirements, provides the upkeep of all town buildings, conducts energy management projects, maintains over 200 decorative streetlights, performs maintenance of two Town owned dams, several pollinator gardens, the Native Meadows property, 9-11 Memorial, former Century Brass property, and manages the recycling and transfer station operations. Our facilities staff and highway crew services include custodial duties, managing and performing building renovation projects which may include carpentry, plumbing, and electrical trade services. The highway crew is responsible for paving roads, building sidewalks, installing drainage systems plowing snow and administering ice control; performing routine vehicle maintenance with welding and fabrication capabilities. The administrative and engineering staff performs plan reviews, engineering design project administration, budgeting, bid preparation, and long term planning. The Department's customers include the residents of New Milford, town departments and staff, land use commissions, the Local Traffic Authority, the Municipal Road Committee, the Municipal Building Committee, local volunteer organizations, and other elected and/or appointed committees.

### **Our Mission:**

The Department of Public Works strives to provide top quality, professional, effective, and timely services to residents and business customers. We do this by focusing on customer relationships, concentrating on providing excellence, insuring our delivery meets our commitments and concentrating on the public's satisfaction and community's trust. We encourage interaction between the Department and the residents, working to create Public Works projects that meet the public safety requirements and fit in with the type of community that New Milford residents want. We support and enhance a high quality of life for the Town's residents, businesses, and visitors by providing well planned, environmentally sensitive, cost effective infrastructure and services to promote public health, personal safety, transportation, economic growth, and civic vitality.

The following report details work done by the various departments, for the fiscal year from July 1, 2021 to June 30, 2022. Public Works has the following five departments:

1. Administrative
2. Engineering
3. Highway and Vehicle Maintenance
4. Facility Maintenance

5. Recycling (The Recycling Center was outsourced in October 2020 and continues to report in through the Department of Public Works)

The report provides a detailed description of each department and the work accomplished for this fiscal year.

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## GENERAL

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### ***Administrative:***

The departments' administrative staff includes the director, administrative assistant to the director and one office coordinator. The administrative staff provides all the support functions, including human resources, budgetary and financial accounting, annual reporting to the Municipality and other regulatory agencies, customer service routing and tracking, grant writing and fiduciary documentation, permit tracking, and other clerical duties supporting the Department of Public Works Engineering, Highway & Vehicle Maintenance, and Facilities Maintenance. Public Works maintains a website pages that has links to required forms, permits, Town notices and up to date road information.

Administration is also responsible for any and all FEMA declarations and the paperwork for reimbursement for the Town of New Milford. Checks were received for TS Isaias DR-4580-CT of \$394,545.86 which is 75% of the total disaster amount submitted of \$527,588.62. In addition another check was received for another 20% placing the reimbursement over \$400,000.

### ***Engineering:***

The Engineering Department consists of a Road Design Engineer, Junior Engineer, Road Construction Supervisor and Engineering/AutoCAD technician. The Engineering staff plans and provides construction design, oversight and administration for various Town construction projects, include road construction, drainage installation and upgrades, bridge renovation and replacement projects in some cases utilizing contracted design and construction services. They also assist numerous Town Committees, conduct plan reviews for the various land use departments, and oversee Right of Way permitting and subdivision road construction activities as well as 911 addressing.

### ***Highway & Vehicle Maintenance:***

The Highway Department is comprised of a highway foreman, deputy foreman and 32 highway maintenance personnel including a vehicle maintenance supervisor and four vehicle maintenance personnel. The Public Works Department owns 25 dump trucks, six small trucks, two front loaders, two graders, two backhoes, five pickup trucks, a van, two excavators, a 10 and 5 ton roller, a catch-basin cleaner, three sweepers, and various other tractors and small equipment. In addition we maintain more than 15 vehicles and pieces of equipment for other town departments and agencies. Most recently added was the Pot Hole repair machine and a bucket truck for tree maintenance.

***Facility Maintenance:***

This department consists of a staff of eleven and is responsible for routine and custodial maintenance as well as preventative work to all Town buildings that include: Police Station, Town Hall, Library, Railroad station, Maxx Center, Richmond Center, 533 Danbury Road, seven Public Works buildings and the JPCC site. FM also handles the Town’s communication towers, emergency generators, and all downtown decorative streetlights that now number more than 200.

***Customer Service:*** Public Works receives many requests from the public. The requests this year approximately numbered 434 and are not fully representative of all phone calls received at Public Works, but the ones that merit logging into the Customer Service Request (CSR) database. Of the 434 requests, 299 were entered through our new Customer Request computer system – SeeClickFix. This is also an app that can be used to enter any issues the resident encounters and follow the resulting task and closure of each request. Frequently the department receives “informational” calls that do not merit logging into the database but do, however, require time from the administrative personnel. The decrease in calls is one metric in measuring the quality and efficiency of work this department performs.

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**ENGINEERING**

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The Engineering Department helps the Department of Public Works thru infrastructure management utilizing Cartegraph Government software. This gives us the ability to lower our operating costs for town assets including: signs, markings, sidewalks, bridges, culverts, pavement, and guiderails. Additionally, we track work requests, work orders and asset events (bridge and road improvements) with Cartegraph an asset management program. They perform land use reviews for the Town commissions and provide support tasks for Town Committees and Departments. The Engineering Department processes all permits for Town right-of-way use, including driveways, road use, and excavation permits that impact the flow of traffic in Town. The Engineering Department also issues 911 numbers and ensures existing numbers are unique, sequential and standard. We also participate in the Design Services Team with town land use, building, fire and health officials; this service is available to owners and developers to discuss their project(s).

The engineering staff performs customer service tasks daily. They processes all permits for Town right-of-way use, including driveways, road use, and excavation permits that impact the flow of traffic in Town. A total of 189 Right of Way permits were issued, subsequently inspected, and processed by the department in the FY 2021/22. The Engineering Department

responded to hundreds of customer service requests including review or issuance of 49 - 911 street addresses. We also are the consultant for the Traffic Authority and advise them on regulatory signs and markings particularly for downtown New Milford's safety and parking enforcement. The staff signs-off on many building permits through the Town's View Permit Software.

The Engineering and administrative staff supplements our Town Budget with various grant programs. Other funding sources are continually sought including STEAP, Small Cities, LOTCIP, State/Federal Bridge Programs, Brownfield and other grants available to our department and Town.

There continues to be emphasis placed on pavement preservation and in 2021/2022 the investment in New Milford Road segments were selected collaboratively with the Municipal Road Committee, the Highway department and Engineering staff utilizing our Cartegraph Asset Management Software, staff inspections and a weighted benefit analysis utilizing road condition, length and average daily traffic

A summary of various levels of progress on bridge projects are as follows:

- The State continues to complete their scheduled inspections of bridges greater than 20'. Based on the results of their inspections the Town added two more bridges to the project list. DPW subsequently applied for and received grants covering 80% of the construction cost and 100% of the engineering costs.
- Bridges completed this FY are Mud Pond Rd and Tamarack Rd with a sizable beginning on Gaylord Rd as well.

A summary of the completed road projects are as follows:

- Station Rd, River Rd 4, Long Mountain 6, Brown's Forge, Riverview, Jotham, Fox Ridge, New Bridge, Vista, Gregory, White Swan, Woodridge, Sawyer Hill, New Preston Hill.
- Six roads in addition were started in FY 21/22 and finished in FY 22/23.

The Engineering division continues to partner with the Connecticut DOT, T2 Technology Transfer Center, CASHO, ASCE and APWA for continuing education and implementation of best management practices in Public Works.

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## HIGHWAY

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The Highway Department is responsible for the maintenance, drainage and snow plowing for all 200+ miles of paved roads and 26.71 miles of gravel roads throughout Town. Besides the routine paving and plowing tasks the Highway department also clean catch basins, trims around guide rails for weed control, repairs guide rails, sweeps streets, grades gravel roads, maintains and installs drainage, plants trees, clears downed trees and branches, repairs and conducts preventative maintenance on Town vehicles, installs flags, manages beaver dams, installs and replaces signs, paints lines, patches potholes, fixes and installs curbing, responds to CSR's [434 this year], rakes, seeds and mulches new drainage installations, and mows and maintains roadsides. The department responds to off hour emergencies resulting from fallen trees, downed wires, flooding, and winter related incidences.

A new addition to the highway equipment was the bucket truck used for removing trees. Between our current tree contractor and our new in house tree crew, we have been able to keep up with the Emerald Ash Borer, which is killing our Ash trees at a very high rate. The tree crew removed approximately 300-350 trees including multiple Ash trees and helped Park & Rec and BOE with tree removal at their locations. The tree crew utilized 3136 of the total labor hours at a cost of \$208,793 for both labor and equipment.

The Highway department had to contend with a winter consisting of 17 major storm events and many smaller winter weather events such as icing and drifting conditions. . Many of these storms were slow moving, requiring the overnight presence of the highway department to keep the roads open. Below is a FY summary for the cost of the winter operations.

Labor Cost	Equipment Cost	Material Cost	Total Winter Storms
\$206,275	\$180,861	\$529,279	\$916,415
6073 hours		6378 tns treated road salt, 352 tns rock salt, 424 tns salt/sand	

Cost of Tasks Performed by Highway for FY 21/22 of annual Work Orders. There were 22 annual work orders.

ID	Description	Tasks	Total Cost
4751	21-22 Yard	266	\$ 224,492.72
4743	21-22 Winter Storms	22	\$ 847,587.22
4739	21-22 Vegetation Management/Sightline/Easement Clearing	141	\$ 86,455.76
4753	21-22 Town wide Mowing	159	\$ 36,704.37
4757	21-22 Town wide Mowing	4	\$ 269.36
4740	21-22 Signs/CSR/DA Removal(Truck 42)	409	\$ 76,953.69

4736	21-22 Roadside Ditch Maintenance/Clean Runoffs	48	\$ 76,369.34
4741	21-22 Rainy Day catch Basin Cleaning/Check runs	443	\$ 44,277.72
4746	21-22 Pothole Repair/Durapatcher Truck 164	37	\$ 17,184.69
4742	21-22 Other Than Winter Storm/Property Damage Repair	72	\$ 70,183.64
4754	21-22 Mud Pond Beaver Dam	4	\$ 962.15
4745	21-22 In House Paving/Driveway Aprons/Curbing	36	\$ 116,732.63
4756	21-22 In House Paving	17	\$ 388,120.91
4750	21-22 Guard Rail Repair/Replace	14	\$ 17,018.02
4735	21-22 Gravel Road Maintenance	279	\$ 311,279.54
4747	21-22 Crack Seal In House	5	\$ 26,978.33
4748	21-22 Crack Seal Contractor	0	\$ -
4749	21-22 Contractor Chip Seal	0	\$ -
4733	21-22 Contractor Catch Basin Cleaning	0	\$ -
4732	21-22 Catch Basin Cleaning/Pipe Flushing	167	\$ 38,725.60
4734	21-22 Catch Basin and Drainage Repair	122	\$ 295,192.41
4752	21-22 - 22-23 Sweeping Town wide	615	\$ 171,066.39
			<b>\$ 2,846,554.49</b>

Highway cost breakdown for some of the work:

- Graded and repaired the 26 miles of gravel road multiple times, especially after storms with about 1985 tons of surface gravel, 1791 tons of stone and 2355 gallons of calcium chloride to firm up the roads for 2735 labor hours at a cost of \$311, 280.
- Paving crew repaired multiple areas around town for 3888 labor hours at a cost of \$504,854 labor, material and equipment.
- Pothole truck completed 159 tasks for \$28,588
- Drainage repairs used 1196 labor hours for a total cost of \$76,369
- Crews completed 140 vegetation/sightline tasks at 1342 hours and a cost of \$86,456
- CSR and signs, garbage etc was 1570 hours for \$76,954
- Crack sealing was 343 hours for \$26,978 and the contractor completed another 24 roads (12.4 miles) at a cost of \$18,451
- Guard rail repair was 278 hours for a cost of \$17,018
- Street sweeping took 2112 labor hours for all the town roads

Our contractor chip sealed 11.58 miles of town roads for a total of \$444,136.28.



Catch Basin repair



Mowing roadsides



Pothole truck



Tree Crew



Dirt road grading

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## FACILITIES MAINTENANCE / CUSTODIAL

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The Facilities Maintenance Department is responsible for the day-to-day custodial responsibilities in all Town buildings. The day-to-day custodial activities include: cleaning, repairs, carpet, lights, department projects/requests and painting of all offices in the Town. Facilities Maintenance also has the customer service request system based on the internal requests of Town employees and the needs of the offices and responded to ~949 work orders logged into the Facility Dude software. The total man labor hours for this year were 2096.56 that were logged at a cost for the buildings of \$ 116,157.83. Many of the technical projects are ongoing and are scheduled accordingly as manpower allows.

Some of Facilities Maintenance projects and costs besides the daily building maintenance were:

- Wash Bay new regulators etc \$1,500
- O&G Radio tower-new ac compressor \$1,417
- JPCC roof repairs \$20,810, asbestos testing roof \$ 2,275
- Town Hall window shades \$2,074
- 47 Bridge St boiler repairs \$1,912
- Lanesville FD emergency oil tank replacement \$4,658

This is just a small sample of the work done FY 21/22 by our facilities technicians.

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The Maxx renovations by Facilities Maintenance –approximately \$5200 for kitchen \$8,639 for bathroom and laundry renovation, \$12,290 for painting.





Painted the exterior of the Railroad Station for \$31,290

