

final thoughts...

"People will sit up and take notice of you if you will sit up and take notice of what makes them sit up and take notice."

- Harry Gordon Selfridge



The ECLIPSE is coming to Perryville! Stay tuned in August of 2017 as the world watches us watch the eclipse!

in this issue >>>

Progress
Mr. Selfridge
Customer Service
Code Tips
And much more!



Vol. 4
Issue 16

Plant your family here.

Office Report

The Front Line Safety Committee meeting will be August 22nd at 3:15. All Hands Meeting will be September 12th at 3:15 p.m. at the PPC.

Visitors at Public Works!!

Visitors in the last two weeks include Joe Thomas with Aramark, Craig Siebert with McDonald, Mike Adams with Phoenix, Tim Baer with Baer Engineering, Ken Baer, Doug Martin, Mark Troehler with C & C Pumps & Supply.

Happy Anniversaries in August:

Tim Paulus 35 years

Jeremy Meyer 23 years

coming soon >>>

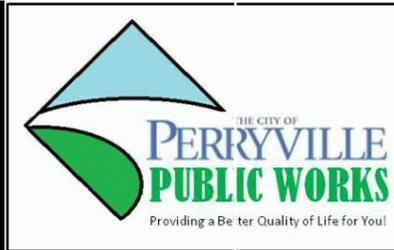
In The Next Issue

NFV's
Banquet Update
Water Towers
Fall is in sight
And even some surprises!

A Twice Monthly Update from Perryville Public Works

August 12, 2016

What's In The Works And More!



The gas division has been working on mowing easements, running new gas services. They also worked on mowing and weed eating around the methane wells at the Landfill. On July 26, 2016, Public Works received a call about one of the methane monitoring wells being damaged. Ryan Bergman and Gerry McCloud were sent to inspect the damage. Ryan called and said it appeared to have been run over by a vehicle of some type. We contacted the Highway Patrol and Sherriff Department to see if they had any accident reports at HWY 51 and PCR 206 recently. I had them to check back to the last read date of the well that we had documented which was May 20, 2016. They both called back and had nothing in that area. Tim Britt and Ryan Bergman met with a Perry County Sherriff Deputy at the landfill site to file a property damage report on August 5, 2016. Rick Pertz of DNR was also notified of the damage.

Pic right: Jessie Whistler installed a new service.



Customer Care Update

From Tim Paulus

I'm not exactly sure how to approach this month's article. It has been requested that I include some numbers of service orders, of customer contract, external and internal. Service order numbers are not difficult to obtain. For the month of July there were approximately one hundred seventy run through City Hall and an additional 216 run through Public Works... As far as customer contact I honestly have no idea to estimate an amount for that. There truly is an endless supply of phone calls from citizens, landlords, tenants and internal customer contacts happen all day, every day, the phone keeps ringing on vacation time, sick time, lunch, after hours and occasionally before work hours. All of this is what makes this job so interesting and rewarding. Identifying customer problems and assisting in a resolution that is fair to all parties involved. That is Customer Service and that's why we are here! Till next time...SEE Ya Around town.

Mr. Selfridge

I hope you had the chance to watch the PBS series "Mr. Selfridge". We watched every minute for all seven seasons and it was terrific. Jeremy Piven (pic below) portrayed the American department store magnate who went to England and changed shopping there forever. Along the way, he was ground breaking in many other areas. His philosophies on leadership and customer service still exist today. The following quotes and ideals all started with him!

- "The boss drives his men; the leader coaches them."
- "The boss depends upon authority, the leader on goodwill."
- "The boss inspires fear; the leader inspires enthusiasm."
- "The boss says 'I'; the leader, 'we'."
- "The boss fixes the blame for the breakdown; the leader fixes the breakdown."
- "The boss knows how it is done; the leader shows how."
- "The boss says 'Go'; the leader says 'Let's go!'"
- "The customer is always right."



From the Director: Progress

Things seem to be happening on all sides and it is keeping our staff moving. It is really cool to see how busy our people are, at all levels, and to also see how much we can accomplish.

Currently, our building department is working on ideas to assist both renters and landlords in making our community an even nicer place to live. Our natural gas staff is quickly becoming experts in the area of CNG vehicle fueling stations. Our water staff is in the midst of the largest water system upgrade ever and our WWTP and WWP staffs are all engaged in major upgrades i.e. the new UV at the WTP and the major WWTP upgrade study that is soon to finish. The street staff continues to improve our methodology in limb pickup and is studying the newest innovations in residential trash pickup.

While all this is going on, we are maintaining everyday operations and doing tons of continuing education. Public Works is a place of learning, progress and customer service. We have some of the best and brightest staff anywhere and we are using them to the max!

We take much pride when people recognize that our water is of the highest quality, that our streets are the best anywhere, that our customer service is excellent and that we are the provider of clean-burning, environmentally friendly natural gas.

Water and Sewer Update

Daily lift station checks were completed, and water samples taken to the water plant for routine state sampling and reporting. Lift stations were checked and cleaned.

Water meter change outs continue. Some are simple dig ups taking two hours to complete and some are difficult taking four hours or more due to obstacles that have to be hand dug and chopped or sawed out of the way.

The infrared leak detection being done by Optica 360 started on July 18th. Two leaks were possibly located. One behind Rhodes on Mid America Dr and one on East Harvest Circle. Locates have been called in for repairs beginning August 15th.

We are still getting a second look at the Vac trucks so that fleet maintenance and our crews can ask any questions that they may have before purchasing.

Interviews started 8-9-2016 for the water and sewer openings.



Project Directories

Street Dept.

Sinkhole projects – South Main

Gas Dept.

Moore Dr: Complete! Hooking up customers!

WWTP

Engineering study – complete in Sept

Water Plant

Working on intake pump

Water/ Wastewater Dept.

Evaluating bids on new sewer truck

Water System Renovation –

Water tank const begins soon

Manhole Lining: Planning stage

Work Order System: Up and running; looking into fleet maint progr

Customer Care Center: Now online at 547-2500! 24 hr emerg line!

Maintenance Department: We will be working on the 3600 Ford Tractor on the mower deck. We ordered parts and they came in. We also ordered parts for truck #700, for the tailgate alarm switch not working. We also have to work on the Police Department #101. It needs serviced. Police #108 needs to have arm rest installed and rotate the tires. We have #107 to install the radar unit back on the windshield. We will be working on some fire trucks that need things changed and moved from one truck to another. We will be working on making a leaf box for #702 dump truck. We are also trying to learn more about the CNG trucks.

Refuse Department: We picked up trash, recycling and biodegradable bags in all three wards. We also delivered some more carts. We worked on brush in all three wards.

Street Department: We helped with brush again in all three wards. We swept some streets. We repaired potholes on Moore Drive, Harvest Circle and Forest Avenue. We took barricades, barrels, and tables to the square for the Cruise-In and took barricades and to the square for Veggie Vendors. Called in several locates and repaired the track for the rolling door at the FBO hanger. We brush hogged Hidden Valley Lane. We reset the flashing school signs for the start of the new school year. We painted lines for the opening of Grand Avenue, put up signs and reinstalled Stop Sign on French Lane. We put up Ball Field signs on Huber Road, reinstalled Stop Sign on Briar Drive, Big Springs Blvd and Edgemont Blvd.

Airport: We cleaned the FBO office, mowed and sprayed the Airport grounds.



Picture Right:
The street department has been working diligently to repair and replace areas in our city that have failed for one reason or another. Here is the repair that we did on Sunset last week!

Waste Water Plant Update

It seems that some things never change and have become a regular part of our lives, like repetitive weekly tasks we perform. We have been busy bleaching the Secondary Clarifiers, mowing, spraying weeds, cleaning the UV disinfection modules, hauling screenings to the landfill and operational checks at the airport WWTP. Wendell and Dave installed some lights at the airport and Wendell worked on Hilltop Lift station. We cleaned the debris from Tricking Filter Tower #3 media. We performed the industrial sampling and testing for utility billing. We have been working on our semi-annual preventative maintenance checklist and making needed repairs to equipment. We pressure washed the tower vents on all Tricking Filter Towers. Neil received his graded DMRQA sample study test reports and we passed all test with flying colors. Our laboratory is certified for another year of testing.

Building Department Update

By Angie Fields, CBO

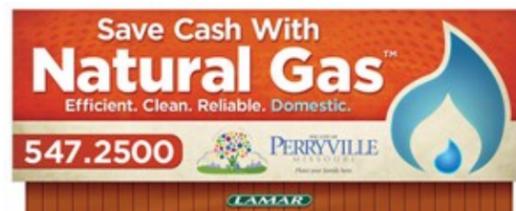
Did you know that code requires replacement receptacles to be GFCI protected in any location where the receptacle would now require GFCI protection under today's code requirements? A ground-fault circuit interrupter (GFCI) is primarily installed to protect people from shock hazards. GFCI's are required in bathrooms, garages and accessory buildings, as well as, outdoor receptacles, crawl spaces, unfinished basements and kitchens. They are also required within 6' of any sink (i.e. laundry sink, wet bar sink) and other various special occupancy locations. A few weeks ago, a citizen brought me a GFCI that was installed at a rear patio at his residence. It was installed several years ago and he didn't have any problems with the device. However, as you can see below, the device failed, but did not trip. Luckily, the breaker did trip and no damage was done, except to the device. As a general rule, GFCI's should be tested monthly to ensure that it is working properly. Also, all receptacles located in wet locations (unprotected areas subject to wind, rain and snow), the device cover should be a "bubble" type that is weatherproof with or without an attachment plug inserted in to the receptacle. GFCI's in damp locations (under porch roofs and similar locations) requires the receptacles to be covered when not in use (See diagram).

**NATURAL GAS:
THE BEST CHOICE!**

Our new billboard goes up this week on S. Kingshighway! See it below and our old billboard will be transferred to Highway 51 near Elks, which will be our permanent location.

Cleaner, cheaper, better.

**Natural Gas.
The Natural Choice.**



Water Plant >>>

We have been mowing, weed eating, and sampling as part of the daily routine. We repaired the communication line failure on well 5. We installed a new surge suppressor at tank 5. We cleaned the rebuilt booster pump for the wells. We repaired a chlorine leak in well 3. We rebuilt several check valves for our wells. We added rock to the road around the water plant. Stay thirsty my friends.

Pic right: New VFD for pump 2 in the trickling filter pump station.

Pic below: The raw water intake pump at WTP that is being repaired.

