

From The Director's Office:

2019 Distinguished Service Award Recipients



Robert Todd, Facilities Maintenance Specialist



Matt Baker, Facilities Supervisor

In 2019, the Employee Recognition Committee (comprised of nine members from both represented and management staff) developed an Employee Recognition Program with the intent to increase employee engagement through a common purpose plus individual sense of belongingness.

The Employee Recognition Program is linked to the City's Vision, Mission, Culture and/or Organizational Values (4C's—customer service, competence, commitment and collaboration). The program framework encompasses three levels of recognition—Peer to Peer (C4 related) , Departmental, and Organizational (which is also known as the Distinguished Service Award (DSA))

Criteria for the Distinguished Service Award is:

- 1) Exceptional performance or recognition for creation or change in process for something new, innovative, and valuable which supports Vision: *"Excellence and Innovation in service to the Community"*
- 2) Consistent and reliable excellence in advancing the priorities of their department motivated by the City's Mission which supports Mission: *"To protect and enhance Wilsonville's livability by providing quality service to ensure a safe, attractive, economically vital community while preserving our natural environment and heritage"*
- 3) Consistent and reliable actions reflective of organizational values, customer service, commitment, competence and collaboration which supports Culture: *"Community focused, highly engaged, talented individuals operating as an inclusive team"*

From The Director's Office, continued

Candidates for this award were proposed by managers and the Employee Recognition Committee pared down the number of nominees to a short-list which was presented to the Executive Management Team for final selection. Four staff members were presented the award for this inaugural year of 2019.

I am proud to announce two of this year's recipients are from the Public Works Department.

~ Respectfully, Delora Kerber

Here is a summary of the rationale of why these two individuals received the award.

Matt Baker

Matt exemplifies the City's vision, mission and culture in many ways.

Vision: When Matt sees a need, he takes action. To solve a problem he looks beyond the status quo to find new and innovative solutions that will best address the concern for all involved. Two such creative solutions he led were the creation of the Facilities Project Team and bringing janitorial services in-house.

Mission: By creating the Facilities Project Team which consists of members from facilities, legal, finance, building and information services Matt provided a venue for key stakeholders to have early involvement in any building improvements projects. This coordination and collaboration helps to ensure a better end product for the city.

By bring the janitorial services in-house he is able to vastly improve service. His oversight and direction provides better quality control, focus on the most important areas and is more economical for the City.

Culture: Matt goes the extra mile to provide outstanding customer service. In his 18 plus years of service to the city, he has maintained a high level of commitment to quality. He is multi-talented and brings many diverse skills to his projects. He strongly believes in team work and actively looks for ways to collaborate with others in order to improve project outcomes.

Matt is the perfect blend of creativity, competence, and initiative.



From The Director's Office, continued

Robert Todd

Robert consistently provides quality, timely, friendly, and inventive services to his customers.

He takes challenges head-on no matter how big or little. Whether it is developing a Life and Safety Program, crafting a seasonal job duty list, or implementing the Facilities Division asset management program. Time and again this recipient goes above and beyond his regular duties.

Robert understands all the little things that need to be accomplished during operations and takes care of business quickly and efficiently.

Asset management is one of the Public Works Departments main priorities.

Robert not only is quick to accept the use of the software, he aggressively dove in to become one of the department's most proficient users. His peers, his supervisor, and managers seek his opinions and feedback on the various asset management work flow processes.

Recently, Robert was tasked with collecting, verifying, recording and confirming facilities stormwater assets. His adeptness, preciseness, and intuitive questions ensured the data would be the most beneficial to the users.

Robert reflects the City's organizational values in many ways. He excels in customer service though his mantra of always being there to help, no matter what else is happening.

His commitment to the City is 'pure' as he is not motivated by recognition. His dedication to his job shines through the great pride he has in his work and the City. His competence shows through his knowledge of what to do and does it well.

He is an excellent collaborator who works well with his team and other departments. He was nominated for this award by a few different departments.

A re-confirmation this recipient is deserving of a Distinguished Service Award is when the Wilsonville Garden Club presented him with a hand-made wreath and note as a thank you. As he went about his daily work of trimming vegetation, he took upon himself to provide these left over clippings to the Garden Club who in turned could use for the creation of holiday wreaths as part of their fundraising activities.

Robert is a role model to all who work with him.



Roads & Storm Water Division

Day Road Full Depth Repairs

The overall condition of Day Road has been an issue for several years. The Capital Program has the road slated for rehabilitation during the summer of 2020 but the current state warranted targeted full depth repairs to bridge the time span. The Roads crew prepared a scope and obtained quotes for conducting



repairs for the worst portions of the road including the intersections at Graham's Ferry Road and Boone's Ferry Road. The contractor was able to complete the majority of the work during the dry weather this winter with a few remaining areas to be addressed as weather allows. Overall, the work consisted of almost 5,000 tons of new asphalt being placed over the course of 5 days.

This required coordinated traffic control throughout the construction area including permits from Washington County to provide advance traffic notification.



Based on the extent of damage to the original road section, the contractor was required to conduct full depth removal and subsequent repair. This included removing the underlying rock road base and laying a new six inches of asphalt.

The final product will provide a long term road section that can last till the subsequent CIP is delivered.

Roads & Storm Water Division

No Clogged Catch Basins Here!

When heavy rains are projected, the Roads and Stormwater staff has a defined Priority Grate Inspection Protocol for inspecting known problem areas and assuring the systems are clear of debris and freely flowing. To date the list consists of twenty seven identified locations. Many of the issues that cause residential roadway flooding are based on private and public maintenance practices that are sporadic and can not be addressed by dedicated projects.



Known problem with localized road flooding due to leaves accumulating over the stormwater grate



Same location after staff cleared the debris.

Utilities Division—Sewer

Changing the Channel

When the Sewer crew is conducting the routine line cleaning program, one of the tasks performed is an inspection of each manhole in the section of city that is being cleaned. When a deficiency is identified, it is noted and repaired at a later date. The crew recently discovered a manhole where the channel was holding material due to a rough surface and the channel was too wide. The solution to this problem was to perform a confined space entry into the manhole and reconstruct the channel. The channel was regouted in order to narrow it up and smooth it out. The modified channel allows the energy from the upstream flow to push material through, rather than letting the energy dissipate in a wide, rough channel.



Chad Whiting — Venting Manhole for Clean Air



Kyle Bean—Entering Manhole
(Confined Space)



Kyle Bean — Inside the Manhole



Repaired Manhole Channel

Utilities Division—Water

Twisting and Turning

The Water Distribution crew has been engaged in performing the Water Valve Exercise Program. However, the valves are not the only ones getting exercise, as turning valves can be a very repetitive and physically demanding task.

Regrettably, equipment used for this work can be quite heavy and requires much loading and unloading between valve clusters.

Fortunately, the crew has a hydraulically operated valve actuator and a couple of gas powered actuators to assist with the turning process.

The purpose of exercising valves is to assure reliable operation and to maintain water quality. Each valve is operated through a full cycle and returned to its normal position.



Sam Kinnaman — Valve Turning



Chad Whiting & Paul Walker —
Work Zone Flagging

Facilities Division

Here a Battery—There a Battery—Everywhere a Battery

Throughout the City, hidden in various closets and cubby holes, are countless numbers of security, fire alarm, and access control cabinets. Housed inside many of these cabinets are twelve-volt batteries that temporarily keep these systems up and running during a power outage. At last count the Facilities Division identified 81 of these batteries throughout the City facilities. Maintenance Specialist Robert Todd developed a spreadsheet that captures the location, model number, install date, and other pertinent information pertaining to the batteries. It was determined that 43 of 81 batteries were due for replacement. Once they were replaced the tracking spreadsheet was updated.



Collection of Batteries Around the City Facilities

The next order of business was to update the tracking spreadsheet with data about all the various other batteries that hide in an array of devices throughout the City. Watch batteries, nine-volts, and other specialty batteries can be found in gate transmitters, alarmed exit door hardware and controller mother boards. Once the tracking spreadsheet was completed, the data was entered into the City's asset management system and a scheduled replacement program will be initiated for annual inspections.



Robert Todd Checking Batteries

Facilities Division

A Clear Story About a Clerestory

The Parks and Recreation Clerestory recently received a major overhaul. What's a "Clerestory" you ask?

Clerestory - an outside wall of a room or building that rises above an adjoining **roof** and contains windows.

A clerestory can be a great way to add natural lighting to the interior of a building and an architectural element to the interior and exterior of a structure. However, if not constructed properly, they can become very problematic. Hence, the long history of the Parks and Recreation Building.

The Building was constructed in 1999 as a Visitor Center operated by the Chamber of Commerce and remodeled in 2014 when it became the Parks and Recreation Building. Shortly after the construction of the building, wind driven leaks would randomly show up in different areas of the Clerestory. Over the years, maintenance crews exhausted every attempt to stop these leaks by applying cases of caulking, adding flashings, and even contracting repairs out to commercial roofing companies. Many times the leaks would stop for one to two years and then reappear. This past Fall, Facility Maintenance decided to manage a project that would remove all of the Clerestory windows, the end walls on the North and South side, upper gutters, and a small portion of the roof membrane. The contractor then had custom window drip pans constructed and placed them over a water proof flashing system. New energy efficient windows, gutters, improved flashings and a small portion of the roof membrane were installed and the rest of the waterproofing was finalized.



Before Repairs



After replacement