



# APWA Agency Accreditation – Its Benefits & How to Obtain It

Michigan Winter Operations Conference  
October 16 & 17, 2018



# Who is Farmington Hills?

- Northwest suburb of Detroit
- Incorporated in 1973
- 34 Square Miles
- 81,000 residents
- 14<sup>th</sup> largest city by population in Michigan



# Who is Farmington Hills?

- 58 Miles of Major Roadways
- 250 Miles of local, residential streets
  - *Includes 22 Miles of gravel*
- 450 Miles of water main
- 328 Miles of sanitary sewer
- 23,000 water & sewer customers
- 17 Public Facilities totaling 450,000 sq. ft.
- Annual Operating Budget of \$59M

# What is *Agency Accreditation*?

- Formal verifying & recognizing compliance with recommended management practices
- Voluntary
- Self-motivated approach
- Objectively evaluate, verify & recognize compliance

# Who Is Accredited?

- APWA has accredited 147 Agencies
- 137 Agencies are currently Accredited
- 3 Agencies in Michigan
  - Farmington Hills in 2016
  - Canton Twp. in 2017
  - Wayne County in 2018

*No DOT's have been Accredited yet!*



# Objectives of the Program

- Improve public works performance and the provision of services
- Promote an organization's self-improvement
- Recognize good performance
- Increase Professionalism
- Document for the future



# Benefits of Accreditation

- Formal recognition of well-run agencies
- A mechanism to evaluate the organization
- Provides a target for improvement
- Public Recognition of Public Works functions
- Justifying budget
- Documentation of policies
- Encourage improvement of procedures
- Raise competencies in public works
- Consistent, comprehensive practices

# Benefits of Accreditation

- Accreditation provides a systematic approach to preform an objective assessment by an independent entity
- Provides a visible indication that the agency complies with recommended practices



# Guidelines Used To Accredite

- *The Public Works Management Practices Manual*
- Practices identified by public works practitioners as important in providing services
- Practices are not standards
- Do not dictate how to accomplish a function or activity

# Major Steps to Accreditation

- APWA determines if Agency meets the eligibility criteria
- Agency conducts a **Self-Assessment**
- Agency makes improvements necessary to comply with all **applicable** practices
- Self-Assessment reviewed by APWA
- APWA site visit to verify compliance
  - Examines documentation
  - Meet & discuss with agency staff

# Self Assessment

- The Manual provides a systematic method to evaluate every function of the agency
- Responsibility of each agency for establishing policies, procedures and practices
- Some practices do not apply to your agency

# 9<sup>th</sup> Edition





# Self Assessment

- 40 Functions (chapters), 9<sup>th</sup> edition
- First 9 Functions mandatory for all
- 568 recommended practices included in the 40 chapters
- FH 388 practices in our self assessment.

# FH Challenges & Insights

- Time consuming, requires commitment from the top down
- MUST have a designated champion
- Identified gaps & areas for improvement
- Organized and keep good records



# Lessons learned/Tips

- Develop a schedule and **STICK TO IT!**
- Meet often and do a little at a time
- Ask for help/samples
- If process becomes stagnant, inject new blood
- Involve other departments early like Finance, HR IT and Treasury
- Follow one format/template

# 26.1 Plan

City of Farmington Hills Department of Public Services

Policy Number: 26.1

Issued: 10/8/15

Subject: Winter Maintenance Operations Plan

Page: 1 of 2

Revised: Establishes Procedures to Provide Specified Levels of Service in Snow Removal & Ice Control

Intent: Division of Public Works Personnel

Applies to: Division of Public Works Personnel

## I. OBJECTIVE

The Department of Public Services (DPS), Division of Public Works (DPW) has developed these procedures to provide direction to the on-call supervisor before, during, and after a winter event.

## II. PROCEDURES

### General

- A. A pre-winter maintenance meeting will be held with DPW staff, Parks and Golf staff, and DPS auxiliary staff to refresh and update personnel on these procedures and identify any issues that may be critical to safe operations.
- B. Prior to the start of the winter season, all heavy trucks will be outfitted with the winter maintenance equipment and calibrated for both liquid and granular materials.
- C. All Equipment Operators will be responsible to drive each of the six (6) Major Road plow routes to familiarize themselves with: shoulder widths, curb locations, fixed object hazards, lane configurations, low tree limbs, low overhead wires, spillways, turnaround locations, and any other possible issues.
- D. All routes are to be reviewed for replacement and/or new locations for delineator posts.
- E. Salt and sand barrels will be placed and filled at intersections and locations requested in writing by residents. These barrels provide de-icing materials to be used by residents as an interim measure between visits by the DPW's spot salting operations. These will be monitored for use and re-filled as necessary throughout the season.

### Pre-Storm Activities

- A. Supervisors will, during regular business hours, assess the material stockpiles; sand, rock salt, liquids, plow blades, and fuel reserves.
- B. Vehicle issues and maintenance will be identified. Equipment Operators will conduct light maintenance on their assigned vehicle, including cleaning, inspection, blade changes, and fueling. The vehicle maintenance staff will perform heavy maintenance and repairs as needed to reduce vehicle downtime.
- C. The on-call supervisor, along with the Superintendent, the other DPW supervisors, and the supervisors of the neighboring communities, will monitor the weather forecasts and reports to identify and prepare for pending winter weather events.
- D. Depending on the predicted/forecasted weather and its associated conditions; temperature, dewpoint, wind, precipitation type, precipitation amount, estimated start time, and storm duration, a detailed plan of action will be determined.

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# SOP

SOP 1.0	Issued:	Subject: Barricade Handling
Revised:	Page:	
Provide Basic Guidance In: Placing and Retrieving Temporary Traffic Control Devices		

## General

- Conduct a standard walk-around of vehicle(s) to assure they are in safe operating order.
- Check and fill, if necessary, the vehicle(s)' fuel, as well as all fuel and liquids required for the equipment to be used.
- Check that all personnel have in their possession the appropriate P.P.E.
- Verify instructions and directions with the Road Supervisor and/or crew leader or senior staff member.
- Document work activity using daily worksheet and communicate task completeness and any issues/observations to the Road Supervisor at the end of the work day.

## Project Specific

- Load the number and type of barricades as directed by the Road Supervisor or crew leader
  - Type II barricades are stored in the main pole barn
  - Type I barricades are stored in the white storage container north of the pole barn
  - Type III barricades are stored in Door #12 on the east side of the pole barn along with leg stands
  - Sand bags in main pole barn
  - Transport to the incident or activity location and position the vehicle in a safe place to unload
  - Place the barricades and other temporary traffic control devices as necessary or where directed

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# So How Much Does this Cost \$\$\$

- The fee is based on the agency's population and the number of functional areas included in the review
- On-site evaluation – actual expenses
- Covers the cost of APWA administering the program
- *Does not include agency's staff expenses*

# Farmington Hills Cost \$\$\$

- \$13,400 for Accreditation
- \$3,600 for site visit
- 2016 Version 8 of the *Manual*
- 40 total functional areas (chapters)
- CFH 27 of 40 functional areas



# FH Next Steps

- Continual Improvements
- Track Everything and keep records
- Don't stop the process....use it as a tool



# FH Final Results

- Enormous sense of pride and accomplishment
- Council recognition
- Credibility with public and elected officials
- “Book of Knowledge” **THE VSP**

# Questions ?



# Contact Info

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