

Public Works Department

Strategic Business Plan

Effective Date: July 1, 2023

Oklahoma City Vision

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified, and welcoming community.

Oklahoma City Mission

We will provide exceptional services to residents and visitors. We do this by ensuring the safety of the public, delivering quality services and maintaining infrastructure to support the growth of the city.

Department Mission

The mission of the Public Works Department is to provide infrastructure construction and maintenance, private construction review and inspection, and emergency first response services to the public so they can live, work, and play in a safe environment.

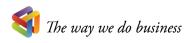
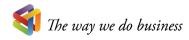


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Issues, Strategies, and Results

Issue 1: Condition of Streets

Increasing difficulty to address resident expectations of the quality of city streets, if not addressed with additional maintenance and reconstruction, will result in further dissatisfaction and lack of resident confidence.

Strategies

- Continue to provide efficient management that combines routine maintenance, street resurfacing, and new construction to improve overall condition of city streets.
- Identify and secure a dedicated funding source for the maintenance of street infrastructure.
- Continue to educate the community through outreach programs to provide clarity, awareness, and expectation of projects and services.

Strategic Results

Annually, the Public Works Department will improve the timeliness of infrastructure repairs, as follows:

- Complete 80% of pothole repairs within 5 calendar days.
- Complete 80% of permanent utility cut repairs within 28 calendar days of receipt from line maintenance.

The Public Works Department will:

- Annually, complete 100 miles of resurfacing and widening.
- Annually, increase resident satisfaction with the condition of streets.
- By 2027, increase the average of all city streets to a Pavement Condition Index (PCI) rating of 75 or above

Issue 2: Capital Project Delivery

The increasing number of projects and continuing priority to expedite project construction if not addressed will result in failure to deliver projects on time and budget.

Strategies

- Develop and maintain categorized budget worksheets, for sales tax and future bond projects to ensure delivery within available funds.
- Limit construction contract revisions through improved plan reviews, successful management of design and construction contracts, and expediting final acceptance of completed projects.
- Develop a project manager training program and project management manual to ensure consistent and timely project delivery.

Strategic Results

- By December 2024, \$720 million of the \$967 million 2017 bond issue will be completed or under construction.
- By December 2025, all remaining Sales Tax Projects will be completed.

Annually, the department will continue to maintain and improve timeliness for project delivery as evidenced by:

- \$105,000,000 in annual contract awards for the General Obligation Bond program.
- 85% of General Obligation Bond funds sold will be expended each year.
- 100% of projects will achieve final acceptance within 90 days of completing the project.
- 100% of projects will be completed within their original established budgets.

Issue 3: Condition of Drainage and Bridge Infrastructure

Recent increases in the number of severe storm events coupled with limited resources to provide maintenance and new drainage and bridge construction, if not addressed, will result in a higher number of flooded structures, property damage, and resident complaints.

Strategies

- Provide a drainage program that combines inlet maintenance, rural road drainage maintenance, unimproved channel maintenance, and improved channel maintenance to the overall condition of city drainage infrastructure.
- Complete new City basin drainage studies to better monitor the effects of urbanized development on the City's drainage systems to prioritize projects and address resident complaints.
- Revise the Drainage Ordinance to increase requirements and standards for newly constructed drainage infrastructure.
- Provide necessary staff, crews, and project resources to expedite response to drainage concerns.
- Improve Community Rating System to further lower flood insurance rates to residents.
- Update Drainage Utility Fee Structure.
- Develop an annual bridge report to identify bridge condition and develop a routine maintenance program.

Strategic Results

- Annually, Complete 95% of drainage repairs within 30 calendar days.
- By March of 2024 the City's drainage basin Master Plan will be completed.
- By December 2025, 100% of City-owned bridges will have a load rating which allows use by City Emergency vehicles and school buses.

Issue 4: Timeliness of Development Plan Reviews

The increase in development and the number of technical plan reviews required coupled with developer expectations for timely plan reviews, if not addressed will result in increased customer dissatisfaction and delays in the completion of private development projects.

Strategies

- Cross training staff between plan review and permit review to maintain efficiency.
- Status Reports to City Management, developers, and engineers.
- The department will conduct a review of neighboring cities to compare our timeliness to those of neighboring communities.

Strategic Results

By December 2025, 85% of plans submitted will be approved within 120 days.

Accomplishments

Engineering Line of Business

Drainage and Bridge Engineering Program

- Received 188 drainage inquiries during fiscal year 23 (FY23).
- Responded to property owner drainage inquiries within 30 calendar days- 99% of the time in FY23.
- Provided initial response to owner drainage inquiries within 5 days 100% of the time.

Engineering Technical Review Program

- In FY23, reviewed 880 infrastructure and site plans
- In FY23, reviewed 386 revocable permits
- In FY23, 100 PV (Private Drainage) plans received & rated

Paving Engineering Program

- In FY23, 164 miles of streets resurfaced.
- In FY23, managed 478 Utility Cut repairs
- \$93.7 Million expended on resurfacing
- 260 sales tax projects completed, 15 in construction and 10 in design.

Field Services Line of Business

- Inspected projects with an estimated value of \$580 million in FY22.
- Completed over 24,000 construction inspection reports.
- Completed 11,000 Right-of-way inspections in FY22.

Project Management Line of Business

Contract Administration Program

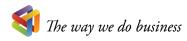
- In FY23, approved 110 consulting contract amendments, an increase of 30 over FY22.
- In FY23, issued 143 work orders, a decrease of 12 over the prior year.

Facilities Project Management Program

- Awarded \$25.1 million in construction projects, including Library, Fire Station, Golf Course Clubhouse, Zoo, and Civic Center projects.
- Over 81% of projects completed did not exceed 7% in change orders. Over 89% of projects were completed on time and within budget

Infrastructure Project Management Program

- Met IRS 85% GOB expenditure requirement for 2023 four months early
- 89% of listed 2017 GOB projects completed or under construction.
- \$131.6 Million in GOB funds expended in FY23



• \$140 Million in infrastructure construction projects awarded.

Storm Water Quality Line of Business

- Promoted and conducted 8 waterway cleanup events since FY 22-23. Over 5,000 pounds of debris have been removed from OKC waterways by 109 volunteers who committed roughly 291 hours of their personal time.
- The Household Hazardous Waste facility served 10,668 customers who delivered over 808,000 pounds of waste in FY 22-23.

Streets and Drainage Line of Business

- Successfully piloted use of sugar beet brine solution for treatment of icy roads during a severe weather event in FY23.
- Repaired over 67,000 potholes
- Over 80% of drainage repairs completed within 30 calendar days
- Streets & Drainage increased our participation with the Homeless Outreach Team (HOT) to clean and clear homeless encampments primarily located within drainage structures. This project has reduced the possibility of flooding conditions within the drainage infrastructure, but more importantly has reduced the possibility of life safety issues for our displaced residents living within these structures.

Traffic Services Line of Business

• Formed the Traffic Services Division which combined engineering and technical staff with traffic operations field staff into a single consolidated work group handling all aspects of work related to traffic control and management.

Lines of Business and Programs

Department Organization

Administrative Line of Business

Executive Leadership Program

Engineering Line of Business

Drainage and Bridge Engineering Program

Engineering Technical Review Program

Paving Engineering Program

Field Services Line of Business

Construction Inspection and Construction Quality Control Program

Survey Program

Project Management Line of Business

Contract Administration Program

Facilities Project Management Program

Infrastructure Project Management Program

Storm Water Quality Line of Business

Environmental Water Quality Program

Household Hazardous Waste Collection Program

Public Outreach Program

Storm Water Permitting Program

Streets and Drainage Maintenance Line of Business

Drainage Program

Streets Reconstruction Program

Streets Repair Program

Traffic Services Line of Business

Traffic and Transportation Services Program

Traffic Engineering Program

Traffic Operations Program

Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership, support, and information to the department so it can achieve its strategic and operational results.

Programs and Key Measures

Executive Leadership Program

% of key measures and strategic results achieved

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide planning, management, administrative, and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

Program Manager: Debbie Miller	
Program Budget: \$ 12,087,767 (FY24)	
Program Services:	
 Agenda Items / Packets 	 Grant Status Reports
 Audit Responses 	 Grievance Resolutions
 Budget Proposals 	 Internal Investigation Reports
 Continuity of Operations Plan 	 Legislative Recommendations
 Contract Compliance Reviews 	Needs Analyses
 Contracts, Leases, and Agreements 	 Open Record Responses
 Executive Reports 	 Personnel Transactions
 Ad Hoc Reports 	 Plans (i.e. Master, Strategic Business
 City Manager Reports 	Plans)
 Performance Reports 	 Policies and Procedures
Special Project Paparts	Presentations

- Special Project Reports
- **FMLA** Authorizations •
- **Grant Applications**

- Presentations
- Project and Financial Impact Analyses
- **Resident Responses**
- Union Negotiations and Recommendations

Family of Meas	sures
Results	Sof key measures and strategic results achieved
	% of underutilized vehicles (excluding heavy construction equipment) in the Public Works fleet
	% of budgeted positions vacant

Engineering Line of Business

The purpose of the Engineering Line of Business is to provide paving, drainage, and technical plan review engineering services to City staff, government agencies, the public, and the development community so they can benefit from public and private construction improvements.

Programs and Key Measures

Drainage and Bridge Engineering Program

- % of property owner drainage inquiry review and response completed within 30 calendar days

% of bridges that have an acceptable rating

Engineering Technical Review Program



% of check prints submitted that receive a four (4) week or less review

Paving Engineering Program



- Average City-wide Pavement Condition Index (PCI) rating (target of 75)
- % of utility cut repairs completed within 28 calendar days of receipt from line maintenance

Drainage and Bridge Engineering Program

The purpose of the Drainage and Bridge Engineering Program is to provide federal and local drainage and bridge compliance and engineering services to City staff, government agencies, the public and the development community so they can they be protected from potential flooding and ensure compliance with all regulations.

Program Manager:	Barry Lodge	
Program Budget:	\$986,570 (FY24)	
Program Services:		
 Address Reside 	nt Inquiries	 Drainage Criteria Manual Updates
 Bridge Inspection 	on Services	 Drainage Ordinance Updates

- Corps of Engineers Permits
- Dam Inspection Services

- Drainage Studies
- FEMA/NFIP Floodplain Compliance Services

Family of Meas	ures
Results	% of property owner drainage inquiry review and response completed within 30 calendar days
	% of bridges that have an acceptable rating
	% of initial contact made within 5 calendar days of receipt of a drainage inquiry
	% of the City's drainage basin studies completed
Outputs	# of drainage inquiry responses
	# of bridges closed to traffic (out of total bridges – 590)

Engineering Technical Review Program

The purpose of the Engineering Technical Review Program is to provide plan and document review and approval services to the development and consulting community, government agencies, and the public so they can proceed with construction projects in a timely manner.

Program Manager: Barry Lodge	
Program Budget: \$1,097,155 (FY24)	
Program Services:	
 Building Permit Application Reviews Corps of Engineers and FEMA Flood Plain Activity Permits Elevation Certificate Reviews Final Inspections for Detention Ponds and Storm Sewers 	Planning Commission Application Reviews Private Development ADA Compliance Reviews Public Easement Reviews Revocable Permits

- Paving and Drainage Construction Plan Reviews
- Right of Way Permits
- Work Order Approvals

Family of Meas	ures
Results	% of check prints submitted that receive a four (4) week or less review
	% of plans approved within 120 days
	% of plans approved after three check prints
Outputs	# of work orders issued for Private Development Projects
	Average # of days for a submitted plan to be approved
	# of plans approved
	# of check prints reviewed

Paving Engineering Program

The purpose of the Paving Engineering Program is to provide pavement management services to the public so they can have safe and well-maintained roads and sidewalks in Oklahoma City.

Program Manager: Brock Miner	
Program Budget: \$5,553,960(FY24)	
Program Services:	
 50/50 Sidewalk Agreements Intergovernmental Funding Agreements Pavement Complaint Responses Pavement Rating (PCI) Inspections and Reports 	 Pavement Repair and Improvement Recommendations Pavement Repairs Striping Contracts Utility Cut Repairs

Family of Meas	ures		
Results	% of streets with a Pavement Condition Index (PCI) rating of 70 or above		
	Average city-wide Pavement Condition Index (PCI) rating (target of 75)		
	% of utility cut repairs completed within 28 calendar days of receipt from line maintenance		
	% of sales tax street resurfacing projects completed or under construction		
Outputs	# of utility cut repairs		
	# of pavement repairs		
	# of sidewalk repairs		
	# of miles resurfaced and widened annually		
	Linear feet of pavement markings completed		

Field Services Line of Business

The purpose of the Field Services Line of Business is to provide inspection, testing, and survey services to City staff, the public, and the development communities so they can design, construct, and maintain reliable and safe infrastructure in a timely manner.

Programs and Key Measures

Construction Inspection and Construction Quality Control Program

% of right of way inspections completed within one day of request

✤ % of full field inspections completed daily

Survey Program



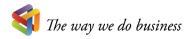
% of surveys delivered by the proposed date of completion

Construction Inspection and Construction Quality Control Program

The purpose of the Construction Inspection and Construction Quality Control Program is to provide plan review, materials testing, inspections, and reporting to City Staff and the development community so they can provide residents with infrastructure built and maintained in a timely manner and in accordance with recognized construction standards.

Program Manager:	Daniel Witthuhn	
Program Budget:	\$4,273,424 (FY24)	
Program Services:		
 Action Center I 	Responses	 Right of Way Inspections
 ADA Contracto 	r Testing and	 Street Repair Inspections
Qualifications		 Testing Schedules and Results
 Construction Ir 	nspections	 Utility Locates
Plan Reviews		 Street Light Inspections

Family of Meas	ures
Results	% of right of way inspections completed within one day of request
	% of full field inspections completed daily
Outputs	Estimated value of work inspected
	# of inspections completed
	# of total active projects



Survey Program

The purpose of the Survey Program is to provide survey services to City staff, consultants, and surveyors so they can have the survey data required to identify historic and current field conditions in a timely manner.

Program Manager:	Colby Moynihan		
Program Budget:	\$385,876 (FY24)		
Program Services:			
 Construction Sur 	rveys		Oklahoma River Hydrographic Surveys
 Design Surveys 		•	Property Surveys

- Maintain Geodetic Controls
- Drone Survey Services

Family of Me	asures
Results	% of surveys delivered by the proposed date of completion
	% of survey proposals provided within 3 business days of survey request
Outputs	# of surveys completed

Project Management Line of Business

The purpose of the Project Management Line of Business is to provide consultant and project construction oversight services to City departments and the public so they can have improved public infrastructure and facilities completed on time and within program budget.

Programs and Key Measures

Contract Administration Program

% of consulting contracts approved within 150 calendar days from advertising the project

Facilities Project Management Program

- % of facilities projects completed within one year from notice to proceed date
- % of time the Oklahoma River is operational for public events
- ✤ % of facility work orders completed within 60 days

Infrastructure Project Management Program

- % of infrastructure projects completed within one year from notice to proceed date
- % of street resurfacing workorders completed within 90 days

Contract Administration Program

The purpose of the Contract Administration Program is to provide architectural and engineering contract services, contractor pre-qualification, and specification management for City departments so they can have completed projects that meet expectations and requirements.

Program Manager: Patty Pool	
Program Budget: \$807,845 (F	-Y24)
Program Services:	
 Architectural and Engineerin Contracts Bidding Document Revisions Consultant Evaluations Contractor Pre-Qualification 	Utilization Outreach Small and Disadvantaged Local Business Utilization Reporting

Family of Me	asures
Results	% of consulting contracts approved within 150 calendar days from advertising the project
Outputs	# of consulting contracts approved
	# of contractor pre-qualification applications approved
	# of contractor pre-qualification approved that received a field evaluation during the application process
	# of Local Business Utilization participants registered
Demands	# of consulting contracts managed
	# of consulting amendments and work orders managed

Facilities Project Management Program

The purpose of the Facilities Project Management Program is to provide Oklahoma River maintenance, architectural project design, and construction oversight services to City departments and the public so they can have new or improved public facilities completed on time and within project budget.

Program Manager: Jim Lewellyn	
Program Budget: \$2,402,936 (FY24)	
Program Services:	
 Capital Projects, (Public Buildings, New Facilities, and Improvements) Construction Administration 	Oklahoma River MaintenanceProject Management

Family of Meas	sures
Results	% of facilities construction projects completed within one year from notice to proceed date
	% of facility work orders completed within 60 days
	% of time the Oklahoma River is operational for public events
	% of facilities projects completed within their original established budget
	% of facilities projects achieving final acceptance within 90 days of completing the project
Outputs	Dollar value of facilities projects awarded
	# of cubic yards of debris removed from the Oklahoma River
	# of facilities projects awarded
	# of active facility projects
	# of facility work orders issued

Infrastructure Project Management Program

Enhancements, Streets, Storm Sewers,

Traffic Control, Trails)

The purpose of the Infrastructure Project Management Program is to provide engineering project design and construction oversight services to City departments and the public so they can have improved public infrastructure projects completed on time and within program budget.

Program Manager: Chad Meisenburg	
Program Budget: \$1,853,369 (FY24)	
Program Services:	
 Bond Oversight Committee and Bond Advisory Committee Meetings Construction Administration Cost Estimates Deliver Capital Projects (Bridges, Grants, Parks, Street Development Fees, Street 	 Inter-governmental Agreements Project Design Administration Project Management Services Project Schedules Public Engagement Meetings

Family of Mea	asures
Results	% of construction projects completed within one year from notice to proceed date
	% of street resurfacing work orders completed within 90 days
	% of infrastructure projects achieving final acceptance within 90 days of completing the project
	% of listed 2017 General Obligation Bond projects completed or under construction
	% of infrastructure projects completed within their original established budget
Outputs	Dollar value of infrastructure projects awarded
	Dollar value of General Obligation Bond funds expended
	# of infrastructure projects awarded
	# of miles of streets resurfaced
	# of miles of new sidewalk constructed
	# of miles of on-street bike lanes installed
	# of miles of trails completed

Storm Water Quality Line of Business

The purpose of the Storm Water Quality Line of Business is to provide inspections, enforcement, water quality assessments and technical services, public outreach, household hazardous waste services, and emergency response for residents, businesses, and government agencies so they can comply with the Clean Water Act and enjoy a safe and clean environment.

Programs and Key Measures

Environmental Water Quality Program

% of storm water monitoring stations where water test results indicate no follow up is needed

Household Hazardous Waste Collection Program

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of pounds of household hazardous waste collected

Public Outreach Program



- # of total public outreach contacts
- # of K-12 and higher education contacts

Storm Water Permitting Program

- % of industrial facility audits in compliance with storm water pollution prevention plan requirements
- % of construction site inspections in compliance with storm water pollution prevention plan requirements

Environmental Water Quality Program

The purpose of the Environmental Water Quality Program is to provide environmental water quality assessments and technical services to residents, businesses, and government agencies so they can realize a reduction of pollution in community waterways and comply with the Clean Water Act.

Program Manager: Dawson McNeill	
Program Budget: \$941,870 (FY24)	
Program Services:	
 Action Center Responses and Pollution Investigations Emergency Environmental Water Quality Responses Floatable Debris Removals 	 Pollution Control Inspections Pollution Prevention and Control Recommendations Regulatory Reports Waterway Assessments and Technical Reports

Family of Meas	ures
Results	% of storm water monitoring stations where water test results indicate no follow up is needed
Outputs	# of pounds of floatable debris collected from creeks, storm sewer system, and streets within the city

Household Hazardous Waste Collection Program

The purpose of the Household Hazardous Waste Collection Program is to provide awareness, reuse, recycling, and disposal services to the residents of Oklahoma City and participating municipalities so they can reduce their household hazardous waste and dispose of it in an environmentally safe manner.

Program Manager: Lyndel Gibson	
Program Budget: \$1,136,503(FY24)	
Program Services:	
 Emergency Disaster Collections Emergency Response Technical Support Services Hazardous Waste Reuse, Recycling, and Disposal Services 	 Household Hazardous Waste Collection Programs: Homebound Residents Program Neighborhood Program OKC Residents Program

 Regional Program Special Collections (Ammunition/Computers/Tires/Medications)

Family of Mea	sures
Results	% of pounds of household hazardous waste reused and recycled
Outputs	# of pounds of household hazardous waste collected
	 # of residential loads processed through the Household Hazardous Waste and Special Collection Events Programs # of pounds of household hazardous waste reused and recycled
	# of pounds of household nazardous waste reused and recycled

Public Outreach Program

The purpose of the Public Outreach Program is to educate, train, and increase environmental awareness so the community is informed about the City's Storm Water Quality Program.

Program Manager: Jordan Peebles		
Program Budget: \$111,944 (FY24)		
Program Services:		
 Advertising and Marketing Campaigns Brochures Newsletters 	 Training and Workshops Volunteer Programs Adopt-a-City Street 	

- Public Speaking Engagements
- School Educational Events •

- Adopt-a-City Street
- Waterway Cleanup Events -

Family of Mea	sures
Results	% of participants in Storm Water Quality programs that are youth
Outputs	# of total public outreach contacts
	# of youth contacts
# of public outreach contacts receiving training/education	
	# of total public outreach advertising and marketing impressions
	# of total participants in volunteer programs

Storm Water Permitting Program

The purpose of the Storm Water Permitting Program is to provide permitting services, training, inspections, and enforcement to developers, contractors, and facility owner/operators so the community can experience a reduction in the pollution of community waterways.

Program Manager: Chris Stuart and Jimmy Sto	otts	
Program Budget: \$1,761,661 (FY24)		
Program Services:		
 Construction Permit Inspections 	 Special Event Inspections 	
 Emergency Response Technical Support 	 Storm Water Code Enforcement and 	
Services	Pollution Investigations	
Industrial Facility Audits	 Storm Water Pollution Prevention Plan 	
 Private and Public Development Plan 	Reviews	
Reviews	 Street Sweeping Audits 	

Family of Measu	res	
Results	% of industrial facility audits in compliance with storm water pollution prevention plan requirements	
	% of construction site inspections in compliance with storm water pollution prevention plan requirements	
	% of industrial audits completed on time monthly	
	% of active 'construction permitted sites' receiving a monthly inspection	

Streets and Drainage Maintenance Line of Business

The purpose of the Streets and Drainage Maintenance Line of Business is to provide infrastructure installation, repair and maintenance, and emergency response services to residents and the traveling public so they can have transportation and drainage systems that meet their expectations.

Programs and Key Measures

Drainage Program

✤ % of drainage repairs completed within 30 calendar days

Streets Reconstruction Program



- % of targeted miles reconstruction annually
- % of targeted chip seal annually

Streets Repair Program



% of pothole repairs completed within 5 calendar days of request

Drainage Program

The purpose of the Drainage Program is to provide construction and infrastructure maintenance to residents so they can have safe and reliable storm water runoff control.

Program Manager: Marc Ho	olland	
Program Budget: \$ 9,754,6	537(FY24)	
Program Services:		
 Debris Removal Services 	 Emergency Responses 	
 Detention Pond Maintena 	ance • Guardrail Repairs	
 Drainage Channel Cleaning 	ng, Storm Sewer Repairs	
Maintenance, and Repairs	s Storm Sewer Inlet Cleanings	

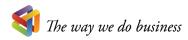
Family of Measures		
Results	% of drainage repairs completed within 30 calendar days	
Outputs	# of drainage repairs completed	
	# of guardrail repairs completed	
	# of storm sewer repairs completed	
	# of mows completed	
	# of miles of drainage channels maintained	
Demands	# of miles of drainage channels requiring maintenance	

Streets Reconstruction Program

The purpose of the Streets Reconstruction Program is to provide roadway reconstruction services to the public so they can travel safely and efficiently throughout the city.

Program Manager:	Michael Harcrow		
Program Budget:	\$0 (FY24)		
Program Services:	Program Services:		
Base RepairsChip Seal Resurfacing		Street ReconstructionStreet Resurfacing	

Family of Measures		
Results	% of targeted miles reconstruction annually	
	% of targeted miles chip seal annually	
Outputs	# of miles of reconstruction completed	
	# of miles of chip seal completed	



Streets Repair Program

The purpose of the Streets Repair Program is to provide roadway repair to the public so they can travel safely and efficiently throughout the city.

Program Manager:	Michael Colbert
Program Budget:	\$10,745,161 (FY24)
Program Services:	

- Emergency Responses
- Pothole Repairs
- Street Closures

Family of Measures		
Results	% of pothole repairs completed within 5 calendar days of request	
	% of residents satisfied with the condition of streets	
Outputs	# of potholes repaired	

Traffic Services Line of Business

The purpose of the Traffic Services Line of Business is to support the Traffic and Transportation Commission, produce meaningful traffic data, and provide traffic engineering and infrastructure services to the public, City staff, and other agencies so all roadway users can travel safely and efficiently on city streets.

Programs and Key Measures

Traffic and Transportation Services Program



✤ % of work zone permits issued within one business day of application

Traffic Engineering Program

% of residents satisfied with the flow of traffic and ease of getting around the city as indicated by the resident's survey

Traffic Operations Program



% of priority traffic calls responded to within 30 minutes

Traffic and Transportation Services Program

The purpose of the Traffic and Transportation Services Program is to provide work zone permits, work zone inspections, and safety recommendations to the development community so they can safely operate in the right of way.

Program Manager:	Stuart Chai
Program Budget:	\$786,070 (FY24)
Program Services	

Program Services:

- Online Work Zone Maps
- Work Zone Permits, Inspections, and Safety Recommendations

Family of Meas	ures	
Results	% of work zones inspected in compliance	
	% of work zone permits issued within one business day of application	
Outputs	# of work zone compliance inspections	
	# of work zone permit requests processed	
Demands	# of permitted work zones	

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Traffic Engineering Program

Average Daily Traffic Counts

Engineering Plan Reviews

Planning Commission Support

Over Height Permits

Street Lighting

Reviews

Electric Company Yearly Contracts for

Intersection Safety and Traffic Control

The purpose of the Traffic Engineering Program is to provide engineering services for the design, review, inspection, and planning of traffic infrastructure to City staff and the development community so that the public can travel safely and efficiently on city streets.

Program Manager: Stuart Chai	
Program Budget: \$919,820 (FY24)	
Program Services:	
 Annual Association of Central Oklahoma Governments (ACOG) Unified Planning Work Program Reports 	 Sign, Pavement Marking, and Traffic Signal Service Requests Speed Abatement Program

- Speed Abatement Program
- Speed Studies
- Street Light Installation Requests •
- **Traffic Commission Application Packets**
- **Traffic Ordinances**
- Traffic Signal Phasing and Timing Reviews
- Traffic Study Reviews

Family of Measures		
Results	% of residents satisfied with the flow of traffic and ease of getting around the city as indicated by the resident's survey	
	% of traffic engineering plan reviews receiving initial response within 3 business days	
	% of Action Center requests closed within 5 days	
Outputs	# of traffic construction design plans reviewed	
	# of field studies completed	
Demands	# of Action Center requests	

Traffic Operations Program

The purpose of the Traffic Operations Program is to provide traffic control and maintenance services to the public so they can travel safely and efficiently throughout the city.

Program Manager: Vacant	
Program Budget: \$4,315,835 (FY24)	
Program Services:	
 Emergency Response Services Pavement Markings 	 Traffic Signal Installations, Maintenance, and Repairs
 Traffic Sign Fabrications, Installations, Maintenance, and Repairs 	 Graffiti Removal Services

Family of Measures		
Results	% of priority traffic calls responded to within 30 minutes	
	% of traffic sign work orders completed within 7 days	
Outputs	# of traffic signal repairs completed	
	# of traffic sign installation and repairs completed	