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**Department of Facility Maintenance
Report on Road Maintenance
Policies and Procedures**

Committee on Public Works and Sustainability
Monday, January 10, 2010

Department of Facility Maintenance

- DFM is responsible for road maintenance
- Road Division: 437 positions, 280 filled



Category	Percentage
Filled	64%
Unfilled	36%

Department of Facility Maintenance

- DFM is responsible for road maintenance
- Road Division: 437 positions, 280 filled

• Storm drain	• Vacant property remnants
• Maintenance of streams	• Guardrails
• Sidewalks	• Chinatown Historic District
• Road sign installation and maintenance	• Litter collection at bus stops
• Pavement markings	• Street sweeping
• Roadway medians	

Overtime Fraud



An anonymous report to the City's Integrity Hotline initiated an investigation of overtime usage by Street Sweepers.

Overtime Fraud



DFM fully cooperated with the investigation which lead to a conviction of the employees.

Overtime Fraud



As part of the sentencing, restitution to the City for unearned overtime has been made, or will be made.

Overtime Fraud



This case triggered a departmental review of overtime policies and procedures.

Past Overtime Policy

- No sign in sheet
- No oversight
- No reporting process
- No monitoring
- No documentation
- No standardization in the Department

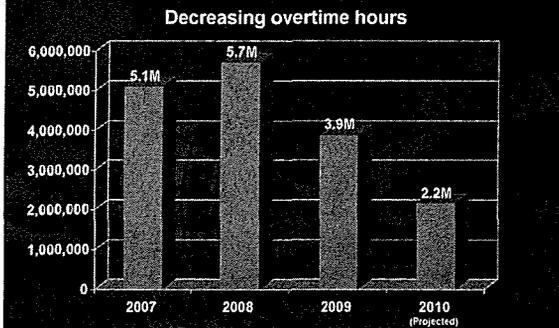
Review of Policies

- Contracted KMH consultant
 - Reviewed work management program
 - Created a standard operating procedure
- Internal auditor creating a blueprint for future improvements

Improvements Implemented

- Increased management oversight to ensure management is present and monitoring overtime work
- Improved timesheet documentation
- Created sign-in sheets
- Increased reporting requirements

Result of Overtime Oversight



Current Overtime Usage

- Challenges remain in the efforts to reduce overtime
- Some overtime work done to offset high vacancy (approximately 36% unfilled)
 - Attrition of retirement
 - Promotions
 - Personnel leaving
- We now need to fill the positions

Current Overtime Usage

- Overtime used in emergency situations such as the recent heavy rains
- Union protocols remain in effect for the distribution of overtime

Potholes

Potholes

- Caused by deteriorated roadways or subsurface defects
- Exacerbated by water infiltration

Potholes

- Filling is complaint-driven
 - Pothole Hotline: 768-7777
 - Online Pothole Service Request Form on DFM's website at <http://www1.honolulu.gov/DFM/>
 - Calls to the local Road Maintenance Corporation Yard during business hours
- New ways to extend the life of roadways
 - Seal Crack program
 - Slurry seal roads (Kaimuki pilot)

Pothole Filling

- With hot mix asphalt concrete
- In emergency situations, filled with a more expensive synthetic patching product

Anticipated Improvements

The Department of Design and Construction (DDC) is conducting an evaluation of the use of slurry seal coating on road surfaces to protect the integrity of the pavement.

Anticipated Improvements

The purchase of dedicated equipment to heat the asphalt, reduce waste and simplify the patch process to reduce the staff time needed to fill a pothole is being investigated.

Anticipated Improvements

Roads are continually evaluated and prioritized for placement on the repair/reconstruction schedule



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