

Appendix G

***Municipal Operations and
Maintenance Activities***



Sweeping Operations Plan

1/24/2011

Purpose

The City of Bend's Sweeping Operations Plan is designed to organize reasonable, cost effective maintenance efforts for keeping City streets and bike lanes clear of debris and hazardous materials. In this plan, streets are divided into major arterials, collectors and residential areas. The objective is to have a comprehensive plan that allows for systematic cleaning of first major arterials, collectors, residential streets and then bike Lanes.

This plan will define how the level of services meets the needs and goals of the community. Based on information gathered from an annual City Customer Survey, as well as oral and written feedback received by Public Works staff, the community's needs are identified. The sweeping operations plan is organized around that data, incorporating staff and equipment availability.

Operations

Scheduling

Scheduling is based on community needs as well as weather conditions. The Street Division operates three street sweepers 40 hours a week. Sweepers do not operate on Saturday and Sunday unless it is an emergency situation. The 4am sweeper operation is assigned to sweep collectors and arterials on a daily basis. The downtown core is swept in the early morning hours once a week. The community has acknowledged bike lanes as seasonal priority, arterials are swept at least twelve times per year. All City streets are swept a minimum of four times per year. Weather is a major component in scheduling during the winter months. Throughout the winter season, when temperatures allow, sweepers are mobilized in order to collect any traction materials that have been used. As soon as the winter weather conditions cease, six street sweepers are used to collect traction aids (sand/cinders) left on the streets.

Routes

The City is broken down into 8 geographical sweeping areas. Each area requires various hours to complete. Each sweeping vehicle contains a notebook size map of the sections with identified boundaries. Sweeper operators are assigned sections on a daily/weekly basis. Large area maps are used by Streets Supervisors to define and refine areas based on community needs. These maps are located in the Streets and Operation crew room. Routes are assessed for accuracy and edited as needed once per year.

Environmental Concerns

Regular sweeping reduces the amount of dust in the air, contributing to a healthier environment. The City of Bend sweepers have been upgraded and continue to be upgraded to provide the most effective,

environmentally conscious removal of debris. Flushing of City streets is not done in the City of Bend due to the stormwater system currently in place and the possibility of contamination.

Leaf, Debris, Litter Collection

Sweepers are used both for street debris and leaf collection. Property owners are responsible for collection and removal of leaves on their property, but the City sweepers will pick up leaves in the street. Litter is collected in median strips and right-of-ways when the landscape maintenance crews go through areas in need of pruning and weeding. The City also operates an Adopt-A-Road program whereby volunteer groups collect trash and litter throughout the year. The City currently has street-side receptacles located in the downtown core area as well as an additional two located at the Troy Field parking area. The receptacles located in the downtown area are emptied by the local garbage/recycling company three times per week in the winter season and four times per week in the summer season.

Dead Animal Pickup

Dead animals are removed as needed from City right-of-ways as well as wild game from private properties when requested. The Street Division is responsible for dead wild game, while the Police Department is responsible for removal of dead domestic animals. Records are maintained through a data management system for reference and tracking of areas with frequent animal crossings. Employees responding to requests for dead animal removal are provided gloves to minimize contact with carcasses. Animals removed by the Street Division are disposed of on City owned property, west of the City limits abutting US Forest service lands. The carcasses are quickly devoured by scavengers, thus completing the cycle of life.

Emergency Operations

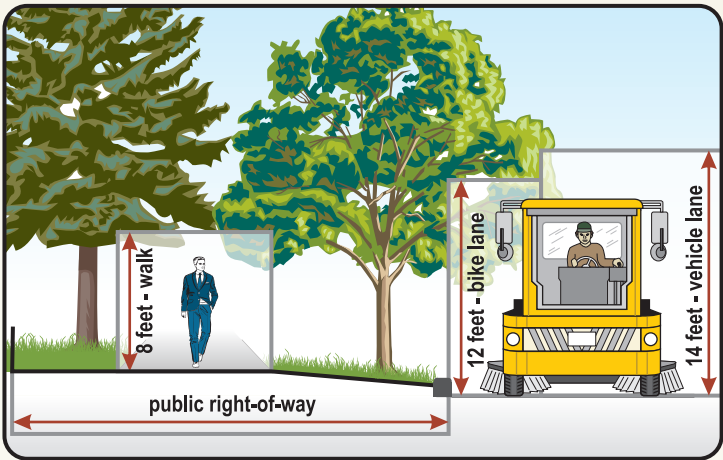
The sweeping operations plan is designed to be flexible to respond to emergencies as needed. All sweepers are equipped with radios allowing immediate communication between operators and supervisors. Sweepers are on-call to the Police Department to respond to vehicle accidents that necessitate the clearing of glass and debris, or to complaint calls about commercial trucks dropping debris from uncovered loads onto the roadway. To the best of our ability, the Streets Division will obtain the company name of vehicles dropping debris so that they can be billed for the labor and equipment costs associated with the removal.

Inspections

There is a plan in place to have curbs and gutters inspected by the sweeping crew during routine sweeping.

STREET CLEANING NOTICE

The street sweeping and storm drain cleaning programs remove dirt and debris from City streets. This helps provide safe conditions for all using the roads, and a healthful and attractive environment for the citizens of Bend.



The City is scheduled to sweep / clean drains in your neighborhood during the time of _____ between 6am - 4pm. (Note: Schedule may change due to many factors, including weather and equipment break downs)

We need your help! Before or during this time please:

- Trim low hanging street tree branches and/or shrubs that extend past the curb to allow access for our cleaning vehicles (see figure above).
- Keep the curb line clear by relocating basketball hoops, trash cans and other items that may prevent the street sweeper from reaching the curb.
- For the cleaning window, move vehicles and trailers parked on the street to an on-site location. If you must park on the street, park on the even side of the street Monday thru Wednesday at noon; park on the odd side of the street the rest of the week.
- Avoid parking over a storm drain inlet.

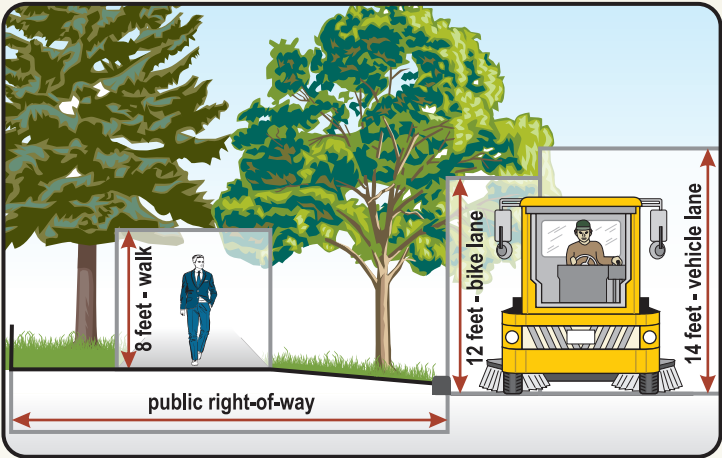
For more information please visit bendoregon.gov/streets; or to sign up for street cleaning notifications, please call 541-317-3000.



**Clean Water Works
Street Cleaning Notice**

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Address: _____

Date: _____ Time: _____

Delivered By: _____

Dept./Div.: _____ Zone: _____



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City Budget

Bicycle Friendly Community

HOW THE CITY BUDGET WORKS

The City provides many crucial programs and services to the citizens of Bend, including: police, fire and emergency medical services, sewer, water, street maintenance, planning, building inspections, and the administrative support needed to make it all happen. These services are paid for primarily through taxes, fees and charges.

More than 2/3 of the annual revenue the City receives is restricted for a specific purpose. For example, money from the monthly utility bills (water, sewer, storm-water) you pay must be used to maintain and operate those systems. Revenue received from system development charges (also known as impact fees) that a builder or developer pays when acquiring a permit for new construction can only be used to build projects that are needed for growth associated with the project; those funds can't be used for maintenance.

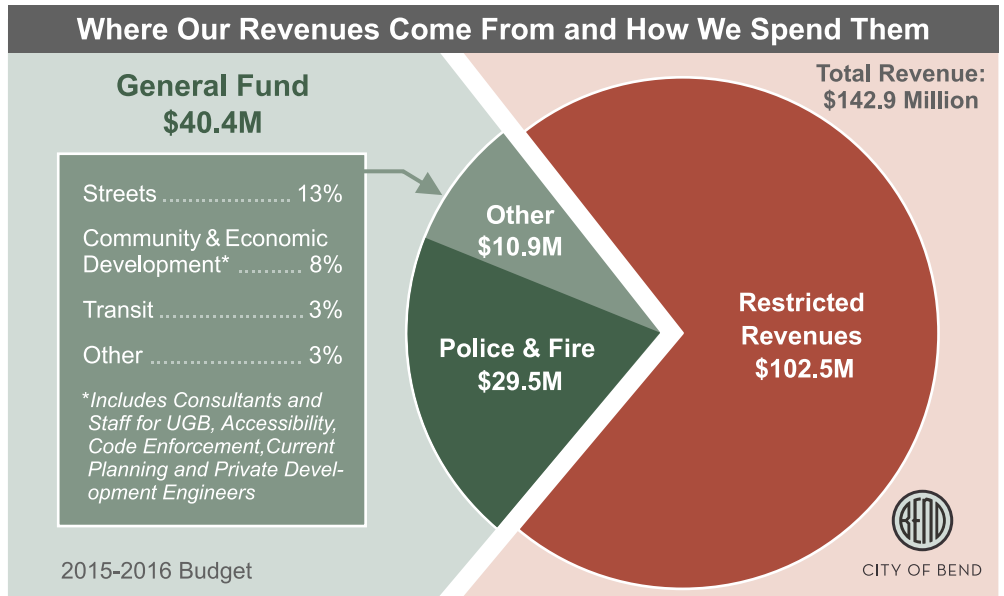
The other approximately 1/3 of the annual revenue makes up what's called the General Fund. A significant portion of the General Fund comes from property taxes. The City Council has the most discretion over spending in the General Fund. Over 2/3 of the General Fund is dedicated to police and fire services.

The new City Council will develop its goals this spring, which will be incorporated into the budget process for the next biennial budget that will be adopted in June 2017.

CITY COUNCIL

The Bend City Council meets the first and third Wednesdays of each month. For upcoming meeting dates, agendas and more information, visit www.bendoregon.gov.

Where Our Revenues Come From and How We Spend Them



(continued on back)



Photography ©2008 Dustin Mills / Alpen Exposure



CITY OF BEND

(How the City Budget Works, continued)

Property taxes make up the largest revenue source in the General Fund. But in the 1990s, state Measures 5 and 50 established limits on Oregon's property taxes. The City's permanent tax rate of \$2.80 per \$1,000 of taxable assessed property value cannot be increased. Also, the taxable assessed value upon which that rate is applied can go up no more than 3 percent per year.

For each dollar you pay in property taxes, about 21 cents goes to the City of Bend to pay for City services. But there are other separate taxing districts that provide other services such as schools, parks, health and human services and library services.

Each property tax dollar you spend is allocated to the various taxing districts within the city limits, and is divided into many segments as illustrated by this chart. More information: www.bendoregon.gov/budget



BEND IS A BIKE FRIENDLY COMMUNITY

The League of American Bicyclists recently named the City of Bend as a Bicycle Friendly Community. Bend's efforts to build a safe, biking-friendly community include a:



BICYCLE FRIENDLY COMMUNITY

- Collaborative, intergovernmental approach
- Comprehensive Plan for sustainable, compact urban development, over sprawl
- New bike facilities, such as the Colorado Avenue trail undercrossing, more than 10 miles of new bike lanes, buffered bike lanes and parking protected bike lanes
- Plan to build Neighborhood Greenways on existing residential streets so that everyone can walk and bike without being on busy roads

Bend is one of only 73 cities in the country with this designation.



To obtain this information in an alternate format such as Braille, large print, or electronic, please contact Karin Morris at 541-693-2141 or email kmorris@bendoregon.gov.

We'd like your feedback:

City of Bend, City Manager's Office • P.O. Box 431, Bend, OR 97709 • communications@bendoregon.gov • www.bendoregon.gov



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Water Quality Report

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STAY INFORMED! SIGN UP FOR CITY eNEWS

This newsletter that you're reading will be the City's final printed newsletter that we insert into utility bills. The City is moving away from paper newsletters and preparing to bring you information electronically. This helps reduce paper use and saves the City money on printing costs.



Go Paperless!
We are moving away from paper, but want you to stay informed!

- City News
- Information
- Weekly Road and Traffic Reports
- and more delivered straight to your inbox.

Thanks for helping keep Central Oregon green!

Sign up now
at bendoregon.gov/enews

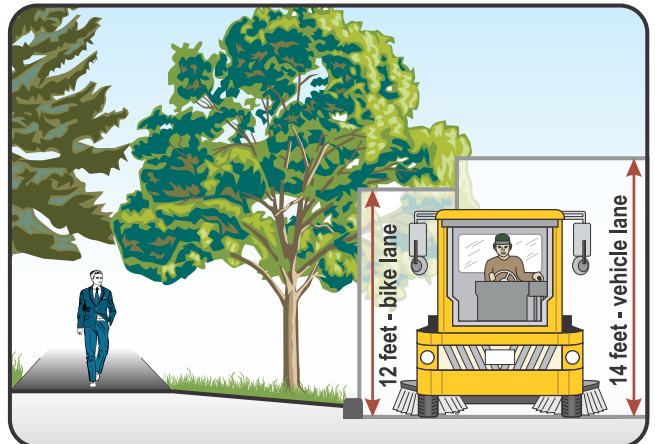
 CITY OF BEND

We want to provide you with regular and timely information about City projects, operations and Council policies. To keep getting local government news, sign up for eNews at www.bendoregon.gov/enews.

KEEPING OUR STREETS AND WATERS CLEAN

Our Streets and Stormwater crews ask your help in keeping trees and shrubs near your curb trimmed for sweepers and vacuum trucks so they can properly clean the streets. It helps us clean your street if you trim low-hanging branches to provide 14 feet of vertical clearance and clip shrubs that extend past the curb into the road. Also, please relocate basketball hoops and other items out of the street.

Don't forget: leaves and grass clippings should be collected and properly composted or disposed of instead of blown into the street. This reduces pollutants and flooding in the storm drain system.





UTILITY RATE INCREASES

Providing sewer, stormwater and award-winning drinking water services isn't cheap. As the costs for providing these services increase, so do the fees that support those operations. The City has calculated revenue increases to cover changes in costs for providing water, sewer and stormwater utilities in fiscal year 2017-2018.

Increases impact individuals' accounts differently, depending on the type of account - single family, multi-family or commercial - and the amount of water used. Changes in rates take effect July 1, 2017 and are reflected in utility bills in August and September, 2017. For information on rates, visit the City's web page at www.bendoregon.gov/utilityrates. Contact Utility Billing and Customer Service at 541-388-5515 with questions about your bill.

SOLAR ECLIPSE INFORMATION

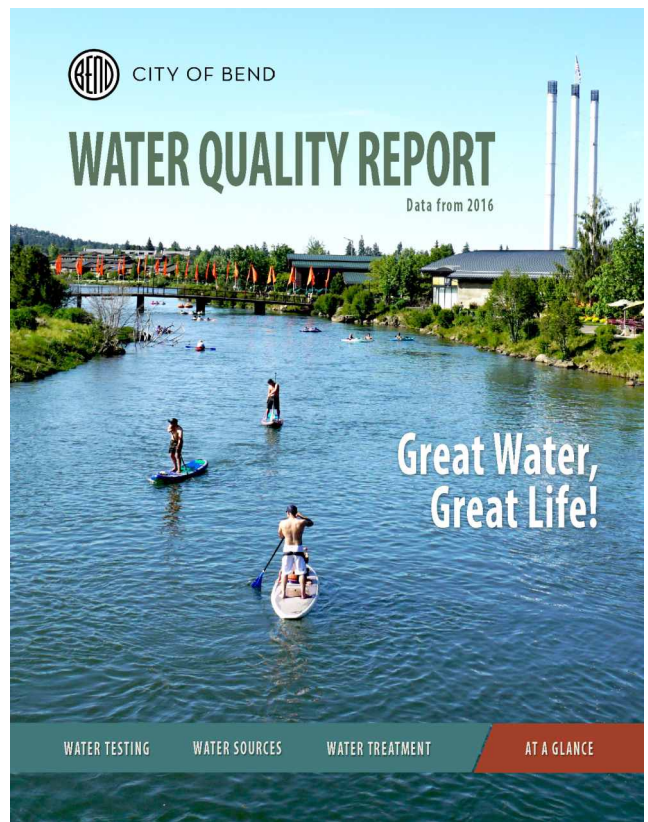


The City of Bend has been working with agencies and organizations from around the region preparing for the eclipse on August 21 and the anticipated influx of visitors coming to our region.

Bend is part of the Central Oregon Emergency Information Network, which is distributing preparedness tips now and will provide informational updates during the event. Connect with Central Oregon Emergency Information Network on Facebook or Twitter to stay informed. Info: coemergen cyinfo.blogspot.com.

ANNUAL WATER QUALITY REPORT

Where does your drinking water come from, and what do lab tests on your drinking water show? The City's Annual Water Quality Report is available online at www.bendoregon.gov/waterreport. Call 541-317-3000 ext. 2 to receive a paper version, or request a copy online at www.bendoregon.gov/reportrequest.



We'd like your feedback:

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Dry Weather Visual Observation Form

If possible, complete this form in conjunction with the annual facility inspection.

Date: 6-28-2017 Inspector: Buchan
Time: 12:30 PM Facility ID: 15th

Non-Stormwater Discharges (Check all that apply)

Wash Water

- Vehicle Washing Equipment Washing Painting Operation
 Container Washing Parking Area Other: _____

Spills

- Paint Motor Oil Hydraulic Oil Axle Oil Gasoline
 Diesel Used Motor Oil Used Engine Fluids Solvents
 Disinfectants Soap Pesticides Other: _____

Evidence of Non-Stormwater Water Discharges (Check all that apply)

Stains

Description: stain near fuel trailer

Wet Spots

Description: Leaking mag chloride drum

Residual material

Description: _____

Are BMP's Effective? Yes No

Follow up: _____



Dry Weather Visual Observation Form

If possible, complete this form in conjunction with the annual facility inspection.

Date: 6/12/17 Inspector: Buchanan
Time: 9:20 AM Facility ID: Boyd Ave

Non-Stormwater Discharges (Check all that apply)

Wash Water

- Vehicle Washing Equipment Washing Painting Operation
 Container Washing Parking Area Other: _____

Spills

- Paint Motor Oil Hydraulic Oil Axle Oil Gasoline
 Diesel Used Motor Oil Used Engine Fluids Solvents
 Disinfectants Soap Pesticides Other: _____

Evidence of Non-Stormwater Water Discharges (Check all that apply)

Stains

Description: Just a couple small stains

Wet Spots

Description: None

Residual material

Description: None

Are BMP's Effective? Yes No

Follow up: Need to put cover on cold water
street pipe.



Dry Weather Visual Observation Form

If possible, complete this form in conjunction with the annual facility inspection.

Date: 3/28/12 Inspector: Buckner
Time: 8:06 AM Facility ID: 1542

Non-Stormwater Discharges (Check all that apply)

- Wash Water Vehicle Dye Area
- Vehicle Washing Equipment Washing Painting Operation
- Container Washing Parking Area Other: _____
- Spills
- Paint Motor Oil Hydraulic Oil Axle Oil Gasoline
- Diesel Used Motor Oil Used Engine Fluids Solvents
- Disinfectants Soap Pesticides Other: _____

Evidence of Non-Stormwater Water Discharges (Check all that apply)

- Stains
Description: _____

- Wet Spots
Description: _____

- Residual material
Description: _____

Are BMP's Effective? Yes No

Follow up: Need larger tarp for cold
patch stock-pile



Dry Weather Visual Observation Form

If possible, complete this form in conjunction with the annual facility inspection.

Date: 11/17/16 Inspector: Buchanan
Time: 1:00 pm Facility ID: Boyd

Non-Stormwater Discharges (Check all that apply)

Wash Water

- Vehicle Washing Equipment Washing Painting Operation
 Container Washing Parking Area Other: _____

Spills

- Paint Motor Oil Hydraulic Oil Axle Oil Gasoline
 Diesel Used Motor Oil Used Engine Fluids Solvents
 Disinfectants Soap Pesticides Other: Hydrant water

Evidence of Non-Stormwater Water Discharges (Check all that apply)

Stains

Description: potable water from hydrant. No follow-up needed.

Wet Spots

Description: _____

Residual material

Description: clean dirt up near back catch basin.

Are BMP's Effective? Yes No

Follow up: Like the New tarp on the PC pile.
Relocate Dumpster away from CB

Transportation Demand Management Program (TDM) FY2016-17 Program Summary Tables

User Travel Data	Jul-Sept 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-June 2017	Fiscal Year 2016-17
Number of Users Joined Network	381	290	147	128	946
Total Number of Users	3,459	4,219	3,642	3763	
Total Active Users	1,395	1,515	931	974	N/A
Total Inactive Users	2,064	2,704	2,711	2790	N/A
Non SOV Miles Logged	340,144	492,656	307,248	295533	1,435,581
Total Trips	43,603	50,115	37,403	42028	173,149
Bike trips	21,883	16,961	6,883	18063	63,790
Bus trips	638	2,001	2,097	1197	5,933
Carpool trips	12,403	18,456	17,349	13726	61,934
Compressed Work Week trips	735	732	516	537	2,520
Other trips	38	156	82	127	403
Telework trips	1,336	2,164	1,609	1302	6,411
Vanpool trips	174	194	180	122	670
Walk trips	6,396	9,451	8,687	6954	31,488
Savings					
Carbon Dioxide (lbs)	212,657	320,311	173,749	181631	888,348
Gasoline (gal)	10,510	15,890	8,591	8974	43,965
Monetary savings (\$)	\$80,373	\$ 121,211	\$ 65,856	\$ 68,656	\$ 336,096
Ridematch Statistics					
Ridematch search performed	1692	2,233	1,782	1845	1845
Ridematch search with no result	1136	1,562	1,229	1283	1283
Ridematch requests sent	183	272	189	190	190

User Travel Data	Jul-Sept 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-June 2017	Fiscal Year 2016-17 Totals
Number of Users Joined Network	8	2	6	11	27
Total Number of Users	226	230	237	247	N/A
Total Active Users	130	113	107	118	N/A
Total Inactive Users	96	117	130	129	N/A
Non SOV Miles Logged	29,985	7,921	30739	30,004	98,649
Total Trips	4,342	1,122	3771	4,830	14,065
Bike trips	2,555	135	504	1,984	5,178
Bus trips	38	23	83	53	197
Carpool trips	1,061	516	1681	1,160	4,418
Compressed Work Week trips	98	26	80	91	295
Other trips	0	4	2	8	14
Telework trips	56	30	87	66	239
Vanpool trips	0	-	0	-	0
Walk trips	534	388	1334	1,468	3724
Savings					
Carbon Dioxide (lbs)	18,979	4,279	16907	18,604	58,769
Gasoline (gal)	935	210	829	918	2892
Monetary savings (\$)	\$7,153	\$1,614	6376	\$ 7,014	\$22,157
Ridematch Statistics					
Ridematch search performed	97	100	104	104	104
Ridematch search with no result	71	74	78	78	78
Ridematch requests sent	13	13	13	13	13

Mode	# Of Users	# Of Trips	Percent Distribution (Miles)	Miles Traveled	SOV Miles Saved	CO2 Emissions Saved (LBS)	Gasoline Saved (Gallons)	Dollars Saved
Bike	56	1984	17%	5475.84	5475.84	5383.19	267.58	\$ 2,025
Compressed Work Week	11	91	1%	324.09	324.09	318.55	15.95	\$ 120
Bus	2	53	1%	232.9	232.9	75.06	4.91	\$ 35
Carpool	37	1160	66%	21821.91	21821.91	10714.62	523.68	\$ 4,038
Walk	27	1468	4%	1205.17	1205.17	1184.38	59.22	\$ 447
Telework	7	66	3%	930.64	930.64	914.75	45.65	\$ 344
Other	2	8	0%	13.84	13.84	13.6	0.66	\$ 5

