



2020 INFRASTRUCTURE & PUBLIC SERVICES ANNUAL REPORT

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DIRECTORS STATEMENT



2020 was an unprecedented year that presented newfound obstacles, but we are so proud of Infrastructure and Public Services employees rising to the challenge with new ways of thinking and operating. Throughout the year, IPS strived to continue to provide critical services like water, sewer and garbage while the majority of the nation was navigating uncharted waters. Employee dedication to our department's mission statement to work together as one department was exemplified in 2020 as many IPS employees worked in capacities outside their job classifications to ensure there was no interruption in services and created new processes to operate in a global pandemic. Working together with many City departments, IPS was able to break ground on numerous capital projects such as Elevate Tuscaloosa projects as well as complete over \$35.4 million of capital improvements in the City. The department also processed 21,062 citizen service requests, managed 29 active grants, installed or replaced 504 LED lights, restored 3,633 feet of sidewalk, replaced 44,075 miles of water line, performed 5,268 auto maintenance work orders on City vehicles and equipment, maintained 195 miles of shoreline collectively at Lake Tuscaloosa, Harris Lake, and Lake Nicol, and processed 1,460,516 pounds of recycling. Our department continues to invest in our employees through avenues such as job specific training, recognition during National Public Works Week and IPS All-Stars. As part of a continuing effort to further the Tuscaloosa community, a mobile farmers market was launched to provide sustainable and healthy food options. We hope that the 2020 Infrastructure and Public Services Annual Report will provide you with an understanding of the services and dedication our employees have to the citizens of Tuscaloosa. We speak on behalf of the IPS department when we say we are proud to serve in the Tuscaloosa community.

Tera Tubbs

Executive Director, Infrastructure and Public Services

Jarrold Milligan

Deputy Executive Director, Infrastructure and Public Services

WHO WE ARE

ADMINISTRATION

Serves as the liaison to all City departments and provides support and resources for the five additional divisions of Infrastructure and Public Services (IPS). Manages and analyzes operational budgets for the IPS department as well as citywide capital projects. Provides programmatic and financial grant management for federal, state and local funds. Assists with personnel governance for all IPS divisions as well as contract compliance for all operational and capital projects. Operates and provides resources for the City's minority-owned, woman-owned, and disadvantaged business (MBE/WBE/DBE) program Tuscaloosa Builds. Manages the 311 Call Center to ensure up-to-date City information is communicated effectively to citizens and provides efficient intake for service requests. Assists with development of assets for special project presentations.

ENGINEERING

Manages capital projects from conception to completion. Responsibilities include project design, assessment of and recommendations for infrastructure deficiencies, roadway and pedestrian safety as well as Americans with Disabilities Act (ADA) compliance recommendations. Additionally, water quality, flood plain management, land surveys, operational engineering support and construction inspections are provided. For private development, the Engineering division assists developers in navigating the development process, reviews and approves land development permits and plats, reviews development impacts, and issues right of way, utility, and sewer permits.

INFRASTRUCTURE

Responsible for roadway repairs, maintenance of traffic signals, fiber optics cable communication network, streetlights, traffic control signage and markings in addition to maintaining the piping network for storm water management as well as flood investigation and prevention. The Infrastructure division also establishes and maintains landscaping, irrigation systems, animal control and parking control. In addition, the Infrastructure division also provides the installation, maintenance, and reading of water meters and maintenance of the piping network for delivery of water and sanitary sewer service to residential and commercial customers as well as management of the Tuscaloosa National Airport.

LOGISTICS AND ASSET MANAGEMENT

Evaluates and manages the current state of all City assets, delineates critical assets, and provides tools for each division to manage work environments through asset management, inventory controls, and Geographic Information System (GIS). The Facilities Maintenance division maintains all City facilities, while Fleet Services maintains all non-police City vehicles and equipment. Another aspect of Logistics and Asset Management is management of all water and sewer facilities ensuring a supply of safe, quality water. Lastly, inspections and management of Lake Tuscaloosa, Lake Nicol and Harris Lake provide the community with high quality water sources and recreational options.

PUBLIC SERVICES

Provides garbage, trash, and recycling services for City of Tuscaloosa citizens. Offers environmental education programming and resources through community education opportunities such as recycling center tours, Household Hazardous Waste Day, and Clean Our Lakes Day. Public Services manages all City entertainment venues including the Tuscaloosa Amphitheater, River Market, The Gateway, and the Transportation Museum as well as City sponsored events and special event permitting.

INNOVATION, PLANNING, & STRATEGY

Manages all warehouse resources while maintaining supplies and efficiently discharging inventory to all divisions of IPS. Schedules and plans work orders for all divisions in order to maintain optimum workflow and effectiveness. Completes utility locates, investigates sanitary sewer overflows, and maintains the City's Fats, Oils, and Grease (FOG) program.



IPS BUSINESS STRATEGY

MISSION

The IPS department will strive to promote the Mayor's core values and standard of excellence. This will be accomplished by working together as one department, always being prepared for all scenarios, using asset management principles to drive decisions and always providing excellent customer service.

VISION

To make citizens' lives and our visitors' experience better through the services we provide each day in the City of Tuscaloosa.

PACT (Planning & Preparedness, Asset Management, Customer Service, Training & Innovation)

PACT is the driving force of IPS operations. Each quarter PACT team members, comprised of directors and managers, are trained on a specific topic to further the department. Each team is also tasked with creating a policy, procedure, or process to guide the department. The Training and Innovation team created a training matrix and an individual development plan (IDP) for each job classification in IPS. A key component of every IDP is the customer service policy and training, which is also provided to new employees at orientation. The IPS standard is to create a culture of customer service that provides the highest level of performance in all interactions within our communities through our attitudes, actions, and communications. IDPs ensure that every employee not only receives training required for their position, but are also actively growing and provided with opportunities to better themselves both personally and professionally.

Planning & Preparedness

In order to be prepared for any situation, IPS must continually and effectively plan, organize, equip, train, exercise, evaluate, and take corrective actions to approach normal operations and incidents. Planning and preparedness must infiltrate each facet of IPS operations whether that be personnel and scheduling, fiscal responsibility, or management of assets.

Asset Management

Asset management is an imperative function. Proper capture and maintenance of data, including mapping, is vital to daily and future operations. Not only does Asset Management contribute to a higher level of service in terms of response time and employee knowledge, but also equips the IPS department and City with an unmatched planning tool.

Customer Service

Exceptional customer service is the cornerstone of all public services provided through IPS. The expectation of exceptional customer service is the standard for every employee. Maintaining a positive attitude along with quality communication and interactions are a priority.

Training & Innovation

Employees are our greatest assets. In order to sustain success and high employee morale, it is vital to invest in the professional and personal development of all IPS employees. Individual development plans have been created for each specific job classification with the intent to maximize potential and growth in every employee.

COVID-19 OPERATIONS

Administration

- Created a new workflow process to approve invoices electronically so that there was no interruption in operations, capital projects, or payment to vendors
- Worked remotely with all divisions and the Admin team to compile the Fiscal Year 2021 budget
- Implemented the mandated 38% budget cut to the General Fund and a 12% budget cut to the Water and Sewer Fund
- Continued providing Tuscaloosa Builds resources to its MBE/WBE/DBE contractors through Zoom calls
- Worked with grant consultants to successfully apply for and receive a \$15 million grant
- Provided departmental reports, data entry and performance appraisals with no delays
- Implemented Microsoft Teams and Zoom for continued communication with City personnel and outside agencies
- Collaborated with the Information Technology department to provide laptops and ensure call center phone lines were transferred to 311 employees; this allowed employees to submit work orders remotely from home with no interruption in service

"I cannot say enough about how proud I am of the IPS Administration and 311 teams in regard to their dedication and performance as we navigated uncharted waters with COVID-19. As a result, we were able to sustain the department's standard of excellence and provide excellent customer service to the citizens of Tuscaloosa."

- Savannah Howell, Director of Administration

Logistics & Asset Management

- Modified Facilities Maintenance workflow structure in order to designate specific personnel to provide sanitizing services for all City facilities
- Sanitized the storm shelter at the McDonald Hughes Center in order to provide a safe environment for citizens during a severe weather warning
- Sanitized the storm shelter at the Tuscaloosa Police Department headquarters and at the Facilities Maintenance warehouse in order to ensure safety for City employees
- Modified how requests for COVID-19 related supply orders were received by funneling them through one point of contact which allowed for optimum management of supply levels
- Scheduled Fletcher Facility staff on staggered shifts to avoid any unnecessary contact with one another while also maintaining all operations and maintenance needs for the plant and lift stations
- Worked with Facilities Maintenance crews to design and build dividers for departments that interact with the public or operate in close proximity in order to mitigate the spread of COVID-19
- Continued quality assurance and quality control of Lucity work orders remotely

"The Director and I are very proud of how Logistics and Asset Management has operated during this pandemic. They have been a true asset to the rest of the City."

- Katherine Aikens, Associate Director of Logistics and Asset Management

COVID-19 OPERATIONS

Infrastructure

- Continued Federal Aviation Administration daily and weekly requirements and minimizing exposure of employees while performing airfield inspections and maintenance allowing the airport to be open
- Placed the Signal Crew, Fiber Crew, and Traffic Maintenance crews on reactive calls
- Utilized a three day work week with a focus on immediate public areas in Right-of-Way
- Rotated a manager, one supervisor/foreman, and two operators week to week for five weeks in Collections
- Rotated one onsite employee to cover all citizen requests from the Water Business Office and operated daily in the field with one manager and one employee
- Utilized the on-call schedule for distribution crews that was already in effect for 2020, rotating weekly shifts of one supervisor with five crew members of various classifications

Public Services

- Implemented recycling drop-offs starting April 20, 2020
- Maintained garbage collection without delays
- Used personnel that could not work on regular routes due to social distancing guidelines to work on litter collection and pressure washing throughout downtown
- Canceled nearly 400 events through individual contact with event hosts, vendors, and participants
- Developed and successfully implemented a plan for continuity of the Farmers Market through a curbside pick-up location for pre-orders
- Utilized River Market part-time staff in the continuity of services for recycling drop-off relief and to support Communications with a Tuscaloosa Census campaign

Innovation, Planning, and Strategy

- Continued work on equipment purchases and requested purchase orders including grant related purchases
- Staffed warehouses and continued normal operations of disbursing and receiving materials

Engineering

- Continued field operations and worked remotely or from City Hall without interruption
- Maintained all standard subdivision and permit processes
- Reviewed and approved permits remotely via email within the expected time frames

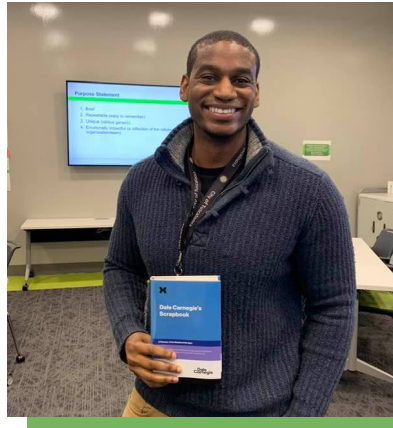
EMPLOYEE ENGAGEMENT

Despite the challenges of 2020, IPS employees displayed their camaraderie and holiday spirit by participating in multiple employee engagement activities. From pumpkin decorating to the Tinsel Trail, IPS employees represent the City of Tuscaloosa with pride.

Tinsel Trail



Dale Carnegie



Employee Ice Skating Night



Halloween Costume & Pumpkin Carving Contest



IPS Appreciation Luncheon



MILITARY RECOGNITION

IPS is proud to support employees who serve in the U.S. Armed Forces. We honor these heroes along with our military veterans. Their sacrifice and patriotism is deeply appreciated.

Scott Barton
Navy
Infrastructure
Sewer Collection Systems Supervisor

Brandon Frost
Army
Engineering
Surveyor Assistant

Jeff Powell
Army
Infrastructure
Airport Manager

Major Bettis
Army
Transportation
Crew Worker Senior

David Frost
Air Force
Environmental Services
Heavy Equipment Operator

Jimmy Quimby
Army
Infrastructure
Traffic Signal Crew Supervisor

Wesley Bigham
Air Force
Environmental Services
Garbage Truck Operator

Christopher Golden
Air Force
Infrastructure
ITS/Fiber Optic Supervisor

Jimbo Reaves
Navy
Logistics and Asset Management
Maintenance Schedule/Planner

Adam Camp
Navy
Infrastructure
Crew Worker Senior

David Hawthorne
Army
Infrastructure
Jet Vac Truck Operator

J.D. Rhodes
Army
Logistics and Asset Management
Water/Wastewater Electrician Tech

Robert Cobb
Army
Environmental Services
Heavy Equipment Operator

Lloyd Hinton
Army
Infrastructure
Maintenance Crew Leader

Marvin Skelton
Marines
Infrastructure
Water Distribution Supervisor

Kerry Collins
Army
Infrastructure
Construction Crew Supervisor

Gerald L'Ecuyer
Army
Special Events
Part-Time City Venues Assistant

Miguel Sledge
Marines
Infrastructure
Animal Control Supervisor

Kenneth Crawford
Army
Infrastructure
Jet Vac Truck Operator

Pearly Leonard
Army/Navy
Infrastructure
Traffic Signal Technician

Schuyler Smith
Air Force
Environmental Services
Equipment Operator

Guy Dailey
Army
Infrastructure
Equipment Operator Senior

Leroy Mills
Army
Environmental Services
Heavy Equipment Operator

Anthony Stallworth
Army
Infrastructure
CCTV Supervisor

Anthony Daniels
Army
Environmental Services
Heavy Equipment Operator

Mark Mixon
Marines
Logistics and Asset Management
Maintenance Scheduler/Planner

Corinthian Ward
Army
Infrastructure
Maintenance Crew Supervisor

William Eatmon
Army
Infrastructure
Crew Worker

Kaleb Norrell
Army
Infrastructure
Crew Worker

Jerry Webster
Army
Infrastructure
Heavy Equipment Operator

TUSCALOOSA RIVER MARKET

Located on the banks of the Black Warrior River and along the celebrated Tuscaloosa River Walk is Tuscaloosa's premier venue. The Tuscaloosa River Market is home to the City's weekly farmers market which offers patrons a wide variety of locally grown goods like grass fed beef and fresh produce, as well as artisan crafts and much more. From farmers markets to wedding receptions, more than 200 events are hosted each year. To find out more, visit www.tuscaloosarivermarket.com.



2,678

Mobile Market Visitors

68,859

River Market Visitors



River Market Events

Total River Market Events	141
Weddings (Receptions/Ceremonies)	19
Private Parties (Corporate/Greek/Social)	22
Non-Profit (501c/Gov't/Public School)	14
City Events (Public/Sponsored)	28
Farmers Market	45
Other	13
Farmers Market Vendors on Roster	72

Pop-Up Farmers Market Events

Mobile Markets	53
Farmers and Artisan Participation	12
Mobile Market Locations	5

- McDonald Hughes Community Center
- McAbee Activity Center
- Annette Shelby Park
- The Gateway
- Harmon Park

13th Annual Tree Seedling Giveaway

The River Market hosted the 13th Annual Tree Seedling Giveaway in February. The City, along with Alabama Power Service Organization and the Alabama Forestry Commission gave away 5,000 bare root tree seedlings and provided planting tips in honor of Arbor Week.

Pop-Up Farmers Market

The Tuscaloosa Farmers Market, operated by the Public Services division, launched a mobile "Pop-Up" Farmers Market in July. The Pop-Up Market program was awarded to the City through a grant from the United States Department of Agriculture's (USDA) Agricultural Marketing Service. The market supports 70 direct vendors anchored around three local farms: Belle Meadow (Tuscaloosa), Norris (Gordo) and Hale (Clanton) farms.



TUSCALOOSA AMPHITHEATER

Opening in 2011, The Tuscaloosa Amphitheater sits on fifteen acres along the banks of the beautiful Black Warrior River. The Amphitheater hosts a variety of events in addition to concerts and is the largest venue of its kind in West Alabama with 8,400 seats.

8

Total Events

15,045

Total Attendance



Graduations

Attendees

American Christian Academy	~1,753
Bryant High School	~2,357
Central High School	~2,165
Gordo High School	~1,025
Greensboro High School	~1,450
Hale County High School	~1,430
Northridge High School	~2,365

Annual American Heart Association Heart Walk

Attendees ~2,500

Celebration on the River

The City of Tuscaloosa and Tuscaloosa County Park and Recreation Authority hosted the tenth annual Fourth of July Celebration on the River at the Tuscaloosa Amphitheater. This free event was held with only fireworks due to COVID-19, but allowed 200 vehicles to watch from city parking lots.

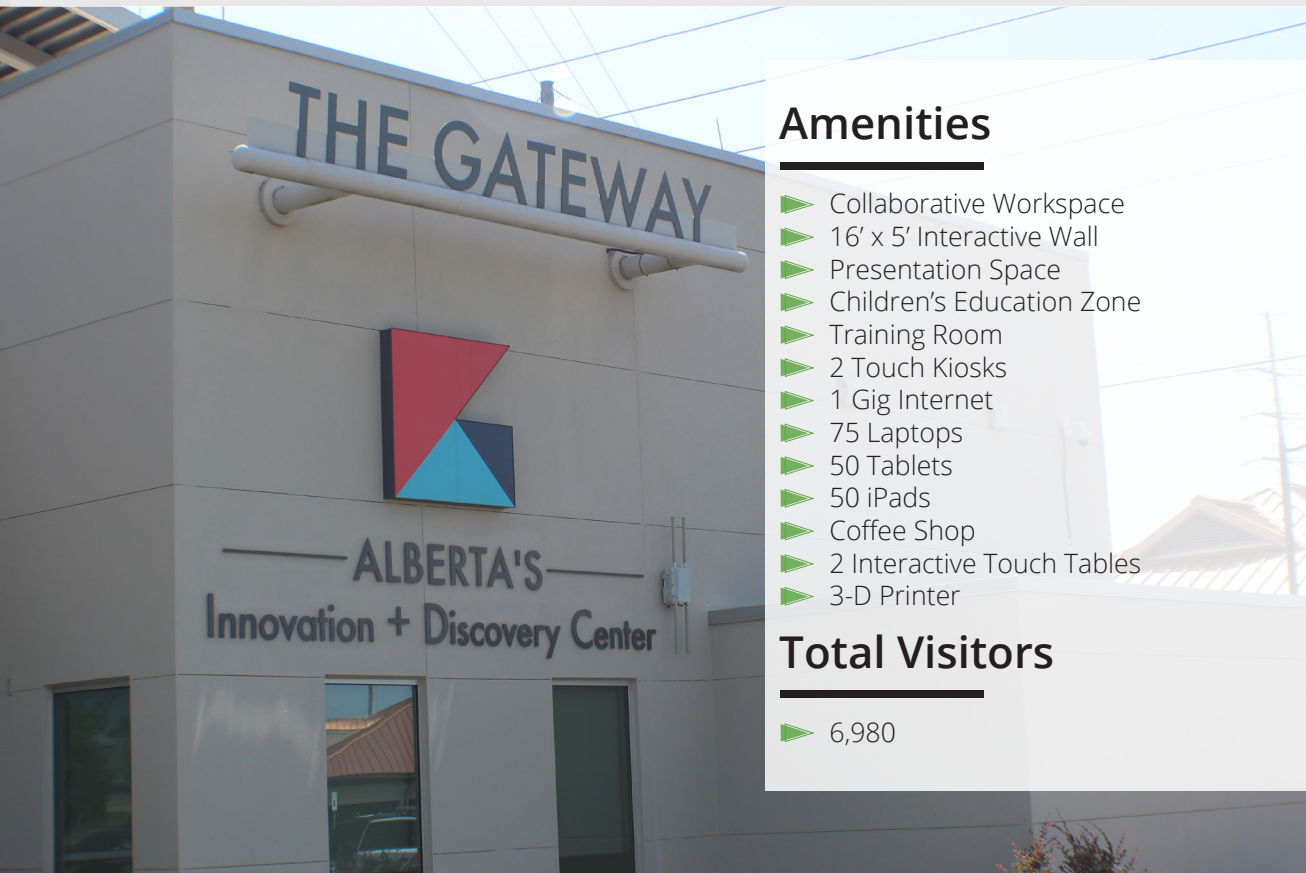
Holidays on the River

Holidays on the River features outdoor ice skating, horse drawn carriage rides and all your holiday favorites. Opened November 23 and suspended December 3 due to COVID-19. We look forward to being back in 2021!

THE GATEWAY

The Gateway Innovation and Discovery Center is the entryway to a world of limitless content and opportunity designed to connect Tuscaloosa to the latest technology. In addition to offering free access to laptops, tablets, and a massive digital library, the center provides unique opportunities for collaboration, education, and economic development and is home to an 80 square foot interactive discovery wall. One of only a handful in the Southeast, this wall presents a unique experience.

The City closed the Gateway for several months in 2020 to do its part to protect the community from the spread of COVID-19, but it is now fully operational. For more information visit www.tuscaloosagateway.com.



Amenities

- ▶ Collaborative Workspace
- ▶ 16' x 5' Interactive Wall
- ▶ Presentation Space
- ▶ Children's Education Zone
- ▶ Training Room
- ▶ 2 Touch Kiosks
- ▶ 1 Gig Internet
- ▶ 75 Laptops
- ▶ 50 Tablets
- ▶ 50 iPads
- ▶ Coffee Shop
- ▶ 2 Interactive Touch Tables
- ▶ 3-D Printer

Total Visitors

- ▶ 6,980

TRANSPORTATION MUSEUM



737

Annual Visitors for 2020

149

Online Visitors Dec. 15 - Dec. 31, 2020

The mission of The Mildred Westervelt Warner Transportation Museum is to serve to broaden the knowledge of transportation related topics that gave rise to the City of Tuscaloosa's development and human culture through exhibits and quality programs of research, instruction, and service.

Even though the Transportation Museum closed mid-March through early June due to COVID-19, it was able to participate in the University of Alabama Museums online program, "Museums from your Home." This program remains active and is viewable on the UA Museums YouTube channel. The Transportation Museum also took part in the virtual Bama Bug Fest in July. The winter exhibit *Chronicles of the Arctic Circle* scheduled to run November 2020 - February 2021 was replaced with an online version when the pandemic forced another shut down in December.

Museum staff also increased the number of Facebook posts focusing on artifacts and history about Tuscaloosa and transportation. Museum staff remain diligent in their efforts to promote the history of Tuscaloosa to the community. For more information visit www.transportation.museum.ua.edu.

FACILITY MAINTENANCE

The City's Facilities Maintenance subdivision is housed in the Logistics and Asset Management division of IPS. Responsible for the maintenance of over one million square feet of City facilities, Facilities Maintenance duties include general facility upkeep, cleaning and maintenance on cooling and heating systems, as well as facilitation with larger maintenance projects such as roof repairs and large-scale painting jobs.

90%

Work Orders Completed in Less Than one Week

1,404

Total Number of Work Orders per Year

15

Average Number of Monthly Work Orders Assigned per Technician

FLEET SERVICES

The City's Fleet Services subdivision is part of the Logistics and Asset Management division of IPS. Tasked with maintaining all non-police City vehicles and equipment as well as the fueling systems that serve the City, Fleet Services performs work on a variety of vehicles and equipment including crew trucks, garbage trucks, and fire trucks.

5,268	1,058	79	912
Work Orders per Year	Vehicles in the Fleet	Vehicle Services per Month	Total Oil Changes
97%	376	439	
Work Orders Completed in Less Than one Week	Average Work Orders Assigned per Technician	Work Orders per Month	

On Monday, July 27, 2020, Tuscaloosa Fire Rescue Fleet Service Officer Lieutenant Joe Fair identified six apparatus with severe mechanical problems, four of which were completely out of service. In an effort to restore as many of these apparatus as possible, LT Fair contacted garage supervisors Drew Rice and John Smith for assistance. These two supervisors immediately responded to his request for assistance, sending Jarrod Rice, Joey Mullenix, Sam Delaney, and Jonathan Beard to assist on Monday and Tuesday, July 28.

LT Fair reported Tuesday Afternoon; four of the six apparatus were back in service. These men accomplished a huge task, making a significant difference in TFR's ability to operate and respond. LT Fair praised their dedication and hard work, stating, "We would not be able to do our jobs without them."

It is my honor and pleasure to write this Letter of Commendation for the actions of those listed above. It is very evident they are dedicated to their job and will do whatever it takes to keep TFR ready to respond to the needs of the community.

- Randy Smith
Fire Chief
Tuscaloosa Fire Rescue



John Smith



Jarrod Rice



Sam Delaney



Joey Mullenix



Drew Rice

WATER









The Jerry Plott and Ed Love Water Treatment Plants, along with Distribution and Meters subdivisions comprise the City's water filtration and service system. The water system works collaboratively with the wastewater systems to ensure that all citizens receive the highest level of water service. The Jerry Plott and Ed Love Water Treatment Plants each have unique water filtration and treatment processes and provide water to nearly 200,000 customers in the metropolitan Tuscaloosa area 24 hours a day, 365 days a year. After the treatment process is complete at each of these two plants, the water is pumped into the water distribution system to homes and businesses. The Distribution subdivision is responsible for ensuring that all distribution water lines remain in proper working order, installing new lines, and repairing water main breaks and leaks while the Meter subdivision is responsible for setting new and replacement meters and reading meters for correct water usage among other things.



WATER RESOURCE RECOVERY

The Hilliard N. Fletcher Water Resource Recovery Facility (WRRF), the Collections subdivision, the City's 63 lift stations, and over 11,000 manholes comprise the City's wastewater conveyance system. The WRRF staff is responsible for operations and maintenance of the WRRF and the City's 63 lift stations. The Collections subdivision is responsible for inspecting, cleaning, repairing, and rehabbing collection system pipes, inspecting manholes, and regulating and controlling sanitary sewer overflows.



	19.6 Million Gallons per Day Wastewater Treated and Discharged per Day		568 miles Pipe in the System
	1,356 Completed Work Orders (Collections)		90.24% Work Orders Completed in Less than a Week
	34 Manholes Rehabbed		66 Point Repairs
	53 miles Pipe CCTVed		2,275 feet Pipe Rehabbed



Hilliard N. Fletcher Improvements

In 2020 the City Council approved the renaming of the Hilliard N. Fletcher Wastewater Treatment Plant, which is now known as the Hilliard N. Fletcher Water Resource Recovery Facility. The renaming highlights the City's commitment to continue the progress of Hilliard N. Fletcher in modernizing process operations and protecting water resources. It also signifies a focus on the products and benefits of treatment rather than just incoming waste. Wastewater is a valuable resource from which energy, nutrients, and water can be recovered and reused. The name Hilliard N. Fletcher Water Resource Recovery Facility aligns the City of Tuscaloosa as a leader in the industry and its commitment to managing resources in an environmentally friendly manner.

LAKES

The Lakes subdivision is responsible for maintenance of Lake Tuscaloosa, Lake Nicol and Harris Lake while ensuring safe recreational areas and protecting our water sources. They also handle the issuance and inspection of permits for dredging, tree removal, building, and removal of structures on City of Tuscaloosa property adjacent to the lakes. Other daily tasks involve maintaining the grass and vegetation around the lakes, removing and disposing of debris from the lakes, and placing regulatory buoys and safety signs around the water. They also maintain the water intake structures and tunnels, assist with accidents on the lake, and respond to spills on or near the water.



\$132,650

Total Revenue

- Boat Landing Fees
- Boat Landing Passes
- Permitting Fees



389

Work Orders
Performed



487

Inspections
Performed



55

Fishing
Tournaments



1,164

Permitted
Structures



6

Electrical
Inspections

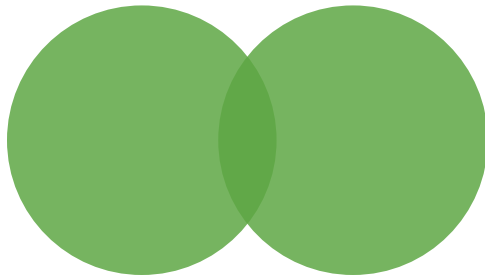
50th ANNIVERSARY OF LAKE TUSCALOOSA

The City began construction of Lake Tuscaloosa in September 1967 in response to the rising population of Tuscaloosa, which began to consume more water than its two current reservoirs, Harris Lake and Lake Nicol, could provide. The 1,280-foot dam, located on North River, a major tributary of the Black Warrior River was completed in June 1970. The dam is 125 feet above the bed of North River and is 36 feet wide at the top. Project cost for construction was approximately \$7,725,000. The completion of Lake Tuscaloosa has provided a major recreational area as well as an enormous water supply, both of which have been economic drivers for the City of Tuscaloosa and surrounding communities for 50 years.




INFRASTRUCTURE


Tons of Asphalt Used	1,002
Curb & Gutter Replaced	2,473 ft.
Ditches Riprapped	4,210 ft.
Sidewalk Replaced	3,633 ft.
Pipe Installed	790 ft.
Ditches Cleaned	26,293 ft.
Curb Painted	14,484 ft.
Sinkholes Repaired	241
Potholes Repaired	5,916
Road Shoulder Repaired	12,649 ft.
<p>"I just want to thank you and your department for your prompt attention to the pothole issues on Millwood Drive. We greatly appreciate the job your worker did with filling and smoothing the potholes." -Felicia D. Byrd</p>	
Debris Removed by Sweeping	9,666 yd. ³
Mosquito Control	7,000 mi.
Gameday Personnel Hours	1,499
Parking Tickets Issued	5,591
Signs Installed	757





311


311 is a single three-digit phone number that can be dialed from anywhere in the City of Tuscaloosa for all non-emergency inquiries and City services and information. Citizens and visitors may report broken streetlights or potholes, get assistance with permits or licenses, find information on city-sponsored events or report a problem with any city-related service. Dial 311 or use the City of Tuscaloosa App and you will immediately connect with the correct person or resource to assist you.

21,062
Service Requests Processed 

959
Service Requests received through City Sourced app 

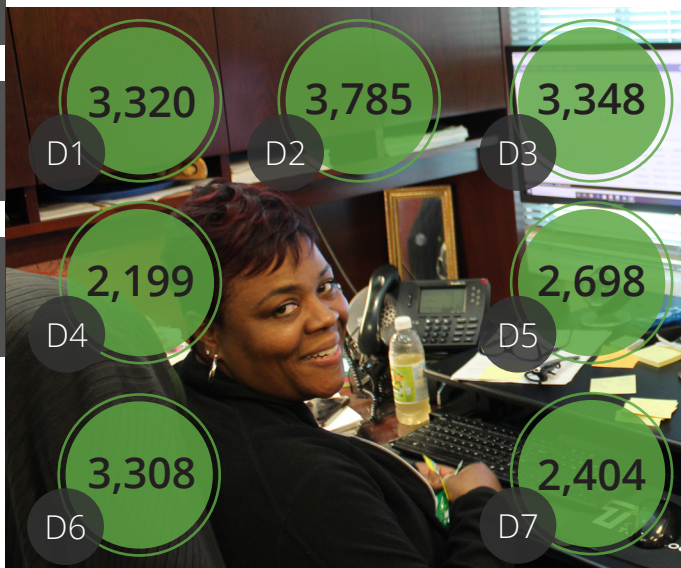
34%
Garbage / Trash / Recycling 

14%
Animal Control 

12%
Roads & Streets 

258,415

Service Requests Received and Processed since March 2011

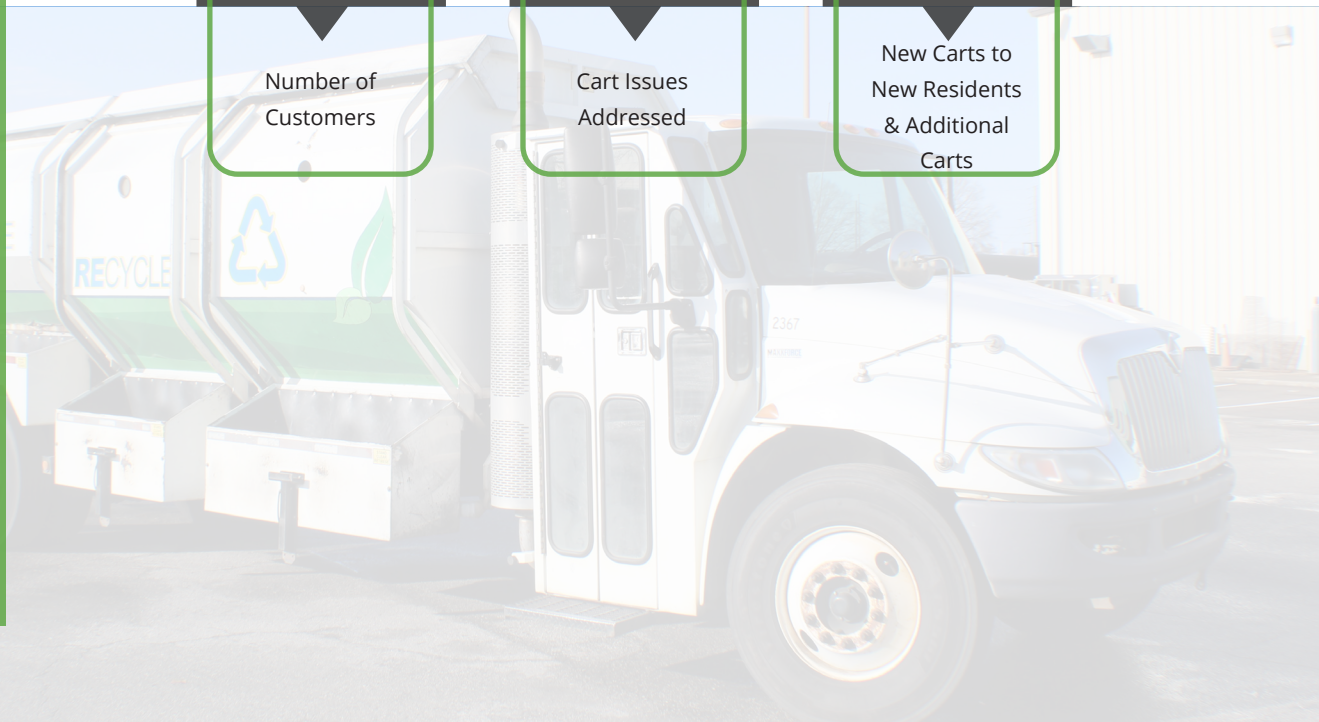
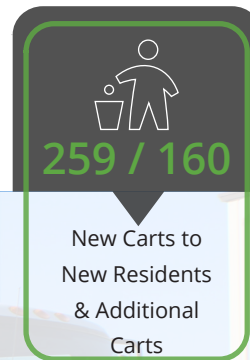
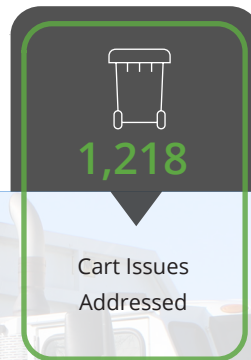
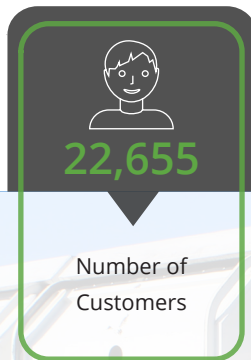
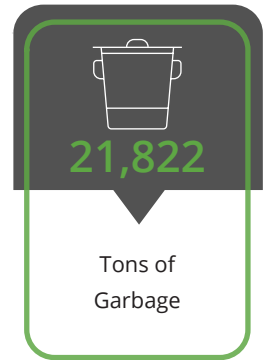
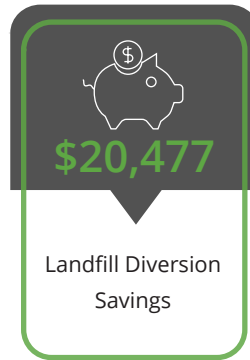
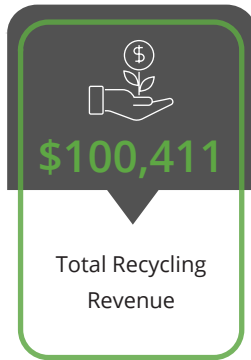
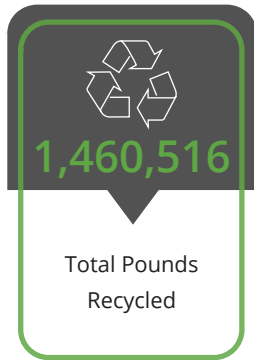


Service Requests by District

In 2020, 311 successfully launched the 311 app, setup and trained 315 City employees on new software, and streamlined the number of service request types from 400 to 218. 311 teamed up with The Tuscaloosa Police Department to better inform citizens on the difference between emergency and non-emergency calls. With help from the City's Communications team and a local production company, a successful public information campaign was launched. Three public service announcement videos were produced and distributed through social media outlets. This joint effort resulted in helping our residents get the help they need faster as we strive to better provide City services to all the citizens of Tuscaloosa.

ENVIRONMENTAL SERVICES

Environmental Services provides weekly garbage, trash, and recycling services for all City of Tuscaloosa residents and some commercial properties. Garbage carts and recycling bins are provided for the customer. The City of Tuscaloosa recycles items like cardboard, aluminum, plastics #1 and #2, post-consumer plastic films, and glass. Currently, not all materials are allowed for curbside recycling pickup; however those that are not allowed can be brought to the Environmental Services building and may be eligible for recycling. A complete list of items that are recycled by the City of Tuscaloosa can be found at www.tuscaloosa.com/garbage-trash.



TUSCALOOSA NATIONAL AIRPORT

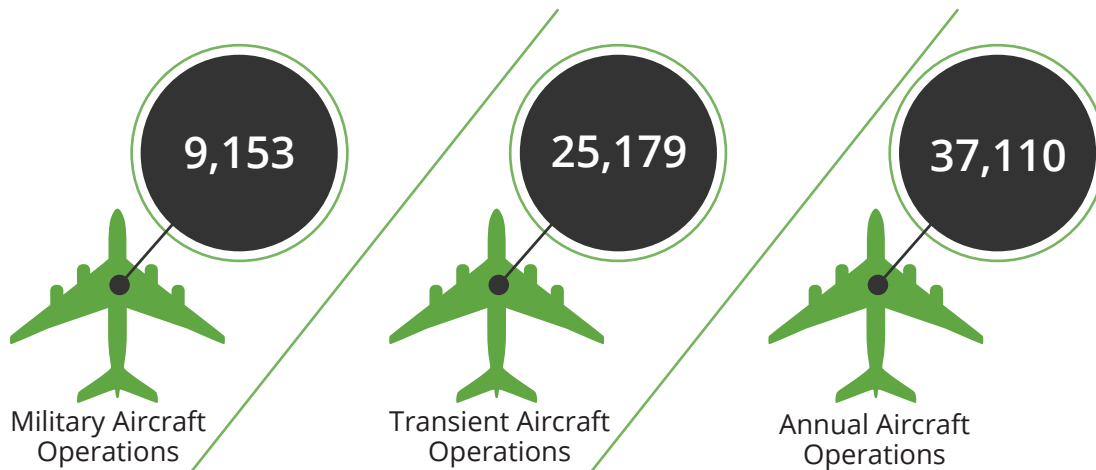
Tuscaloosa's national airport classification is calculated by the number of aircraft hosted by the airport; having more than 20 international departures, 5,000 Instrument Flight Rules departures, and 1,000 interstate operations annually. The Tuscaloosa National Airport is the only nationally designated airport in Alabama and one of only 89 nationwide. We not only serve local demand, but also individuals, businesses, and cargo nationwide and globally that need access to Tuscaloosa and West Alabama.

101

Average Operations per Day

62

Number of Hangars



ADMINISTRATION

In addition to managing the department's multi-million dollar budget, the Administration division is responsible for managing the budgets of all capital projects, applying for and managing grants for the department, and acting as a liaison to all other City departments including Human Resources and the Office of the City Attorney. The division also recruits and educates minority businesses through the Tuscaloosa Builds program as well as engages and provides opportunities for employee betterment.

\$16,760,703

Grant Funds Received Fiscal Year 2020

\$265,509,298



Amount of Capital Projects Managed

\$34,959,803

General Fund Operating Budget

\$24,658,296

Water & Sewer Fund Operating Budget

 Katherine did an outstanding job with the IPS Quick Reference Procurement Guide, it is super easy to understand and will be a great tool for the Warehouses. She was able to hit the important parts of the Procurement Trainings and was able to answer all of our questions. Thank you for allowing her the time to meet with the Warehouses. 

- Hunter McJenkin
Buyer/Warehouse Supervisor

\$26,448

FEMA - Sanitary Sewer Manhole 6978

The severe rain events of February 2020 washed away the existing ground disjuncting sewer pipe from the manhole. The project bypassed the damaged sanitary sewer manhole and replaced the sanitary sewer force main and gravity sanitary sewer pipe. FEMA reimbursed the City of Tuscaloosa for a portion of the project costs.

\$88,225

FEMA - Englewood Hulls

The torrential rainfalls in February 2020 caused a slope failure which resulted in the rupturing of an existing water main. The water main is one of two feeds to the Englewood Hulls Rural Water Authority from the City of Tuscaloosa water distribution system. This project consisted of grading to address the slope failure as well as replacing the damaged water main which reinstates redundancy. FEMA reimbursed the City of Tuscaloosa for a portion of the project costs.

\$199,034

FEMA HMGP - TDOT Saferoom

The City of Tuscaloosa received additional grant funding for the construction of a saferoom on the Infrastructure campus. Not only will this safe room provide protection for individuals in inclement weather, but it will also serve the purpose of protecting the hub of the City of Tuscaloosa's fiber network which controls traffic signals, cameras and much more.

\$207,899

ADEM - 2019/2020 Recycling Fund

The City of Tuscaloosa in a partnership with The University of Alabama, Tuscaloosa County, Tuscaloosa County Park and Recreation Authority, and Shelton State Community College received a grant from the Alabama Department of Environmental Management for recycling equipment and materials to promote and sustain recycling efforts in the Tuscaloosa community. The City of Tuscaloosa has been successful in receiving this grant several times in the past and hopes to continue in the future to further recycling efforts.

\$6,870,000

USDOT - INFRA Grant

The INFRA grant is a project partnership with the City of Tuscaloosa, The University of Alabama, and the Alabama Department of Transportation. Specifically the project will replace the University Boulevard bridge over US 82/ McFarland Boulevard using advanced bridge construction. Advanced bridge construction will ensure that the bridge will only be out of service for a short amount of time. The City of Tuscaloosa, The University of Alabama, and the Alabama Department of Transportation are providing matching funds for the project.

\$157,000

USDOT - 2020 FAA CARES Act

In an effort to sustain airports nationwide during the COVID-19 pandemic, the Federal Aviation Administration provided funding to be used for any purposes that airport revenues may be lawfully used. The City of Tuscaloosa is using a portion of the funding received for operational expenses to further the safety of the airport in regard to COVID-19.

\$150,000

USDOT - 2019 FAA Airport Improvement Program / ALDOT Portion

The State of Alabama's 5% match of the grant received from the Federal Aviation Administration for professional services for reconstruction of the Runway 4-22 pavement at the Tuscaloosa National Airport.

\$8,303,764

USDOT - 2020 FAA Airport Improvement Program

Funding under the Federal Aviation Administration's supplemental grants eliminated the need for a state and local match for construction and construction engineering inspection for the Runway 4-22 pavement project. The City of Tuscaloosa will now be able to use the 5% City match that was originally allocated to the project for future airport improvements.

\$750,000

USDOT - Small Community Air Service Development Program

The City of Tuscaloosa was awarded funding to promote commercial air service from Tuscaloosa to Atlanta, a major airport hub. Specifically, the funds will be used for marketing and advertising commercial air service in Tuscaloosa and the surrounding areas once an airline carrier is committed to the Tuscaloosa - Atlanta route.

SAFETY

Safety for all Infrastructure and Public Services employees and citizens is of the utmost importance for the department. Each employee is trained on the proper safety procedures for their particular job classification as well as how to safeguard not only themselves, but a secure work area. Each employee is also equipped with all the necessary personal protective equipment (PPE) needed to complete their job including hats, safety glasses, gloves, hi-visibility vests, steel toe boots and any other items necessary to ensure safety in the work environment. The City's safety director conducts in-field observations as well as continuing education on safety measures.

\$177,218 (35% decrease since 2019)

Total Safety Incidents Cost

68 (23% decrease since 2019)

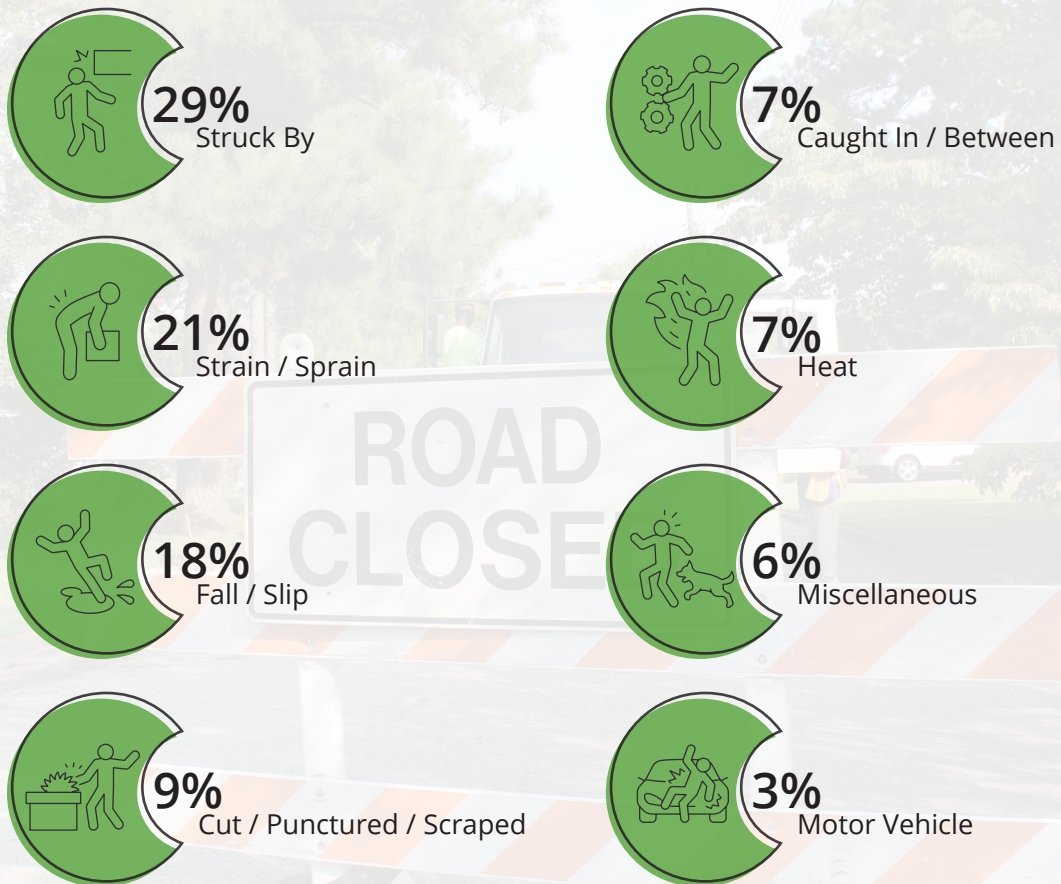
Safety Incidents

922 (95% increase since 2019)

Safety Hours Trained

1,670 (183% increase since 2019)

Training Hours Performed



ENGINEERING

\$200,000,000

Amount of Capital Projects Managed

86

Active Capital Projects

328

Permits Issued

31

Lane Miles Resurfaced

60

Surveys Performed

53

Certificates of Occupancy Issued

26

Street Lighting Upgrades

112

Traffic Design Requests

509

Lighting Modifications

69

New Fire Hydrants

404

311 Service Requests

263

New Meters Installed

79

Street Cut Permits

The Engineering division of IPS works hand-in-hand with consulting firms and contractors on various types of projects including bridge replacement, construction of roadways and sewer lines as well as administering in-house engineering. The division also reviews and approves permits and plats, surveys land, ensures watershed protection, and inspects projects among other things. Each new development, roadway, or sewer line that comes to Tuscaloosa is touched by Engineering in some form.



Thank you so much. It was a pleasure working with you on this project. You were such a great help with first class service!

- Nathan McBay
Senior Project Manager
(to IPS)

ASSET MANAGEMENT AND QUALITY CONTROL

Asset Management is a calculated process of developing, operating, maintaining, upgrading, and disposing of assets in the most cost-effective manner. City assets are defined as City facilities and equipment as well as roadways, traffic signs and signals, vehicles, and even recycling and trash receptacles. Asset Management is administered in the Logistics and Asset Management division of Infrastructure and Public Services.

The screenshot displays a dashboard with four main sections:

- Jerry Plott Equipment:**
 - + Plant (1)
 - + Ed Love Equipment by Area (318)
 - + Ed Love Equipment by Process (318)
- Jerry Plott PM's:**
 - + Weekly (24)
 - + Monthly (11)
 - + Quarterly (11)
 - + Semi-Annual (4)
 - + Annual (10)
 - + 36 Month (3)
 - + Seasonal (6)
- Jerry Plott Work Orders:**
 - + Open Work Orders (57)
 - + Closed In Field (2)
 - + Closed By Supervisor (0)
 - + Complete (495)
- Work Orders To Be Scheduled:**
 - + New Work Orders (27)
 - + Assigned Work Orders (30)

Lucy and GIS are used to help maintain the City's infrastructure components. These programs help to provide a visual for crews in the field while responding to work orders.

GIS is also accessible to the public via the GIS Portal through the City's website [tuscaloosa.maps.arcgis.com/home/index.html]. This portal equips the public with maps like council districts, zoning districts, and school districts, along with others.

↑ Screenshot of Logistics and Asset Management software system Lucy dashboard, used to track City assets and work orders.

509 Miles
Streets in GIS

217
Manholes Added to GIS

146
Hydrants Added to GIS

1,246
Meters Added to GIS

11.4 Miles
Water Lines (4' Main or Greater) Added to GIS

2020 Achievements

- Gas Boy Fueling System Integration
- Began Call Center Software and Lucy Integration
- Utility Locates Integration
- Tuscaloosa Police Department Fleet Maintenance, Warehouse and Asset Implementation
- Successful Federal Aviation Administration Part-139 Inspection Using Lucy
- Fleet Services Preventative Maintenance Schedule Implementation
- Set up city security and traffic cameras data in Lucy and GIS
- Implemented Office of City Engineer Pavement Resurfacing Group with Lucy and created GIS web map using survey data for future streets pavings and resurfacing projects

TECHNICAL SERVICES

97
Non-compliant Food Service Establishments

8,042 Total / 1,340 Average
Locates by Year / Month

1,086
Grease Traps Inspected

78% began on time
Scheduling Compliance

OTS Crew Oversight and Inspection

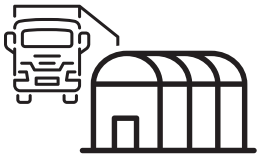
- 2020 Assessment / Cleaning Project
- Sanitary Sewer Rehab Project

SSOs Follow up Investigation

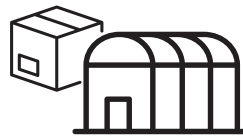
All Sanitary Sewer Overflows that occurred due to an issue with a gravity line were CCTV inspected in 2020. SSOs that occurred in 2020 had an after action review completed to help prevent an overflow from occurring again due to the same issue.



Warehouses



13,989
Transactions per Year in Fleet Warehouse



6,408
Transactions per Year in Logistics Warehouse



7,810
Transactions per Year in Water Warehouse

TUSCALOOSA BUILDS

Tuscaloosa Builds is a comprehensive training and development program providing assistance to minority-owned, woman-owned, and disadvantaged businesses (MBE/WBE/DBE) with a goal of 10-20% participation within all City Public Works projects. The program's goal is to prepare program participants to accurately estimate project costs and bid competitively for City and private sector projects, develop sound financial management, and grow relationships with other contractors among other things.

Tuscaloosa Builds was voluntarily adopted by the Tuscaloosa City Council in 2013 to establish working relationships among contractors and subcontractors, foster competitive bidding, level the playing field among established contractors and minority owned, woman-owned and disadvantaged businesses, and keep construction dollars local. The program offers an educational component as well through lunch and learns, financial collaborations, women in business conferences, and contractor summits designed to foster opportunities for mentoring, networking, and joint ventures.

Currently, several other local entities, including The University of Alabama, Tuscaloosa City Schools, Tuscaloosa County Schools, Tuscaloosa County Parks and Recreation, Tuscaloosa Housing Authority, and Stillman College actively participate in the Tuscaloosa Builds program. The City is continually pursuing other entities to join the Tuscaloosa Builds platform to encourage and utilize minority-owned, woman-owned, and disadvantaged businesses.

\$13,973,249 +

Paid to MBE/WBE/DBE Businesses

In the Winter 2020 Issue of Disadvantaged Business Enterprise Pipeline, Capers Sheet Metal LLC, based in Pennington, Alabama, had this to say about Tuscaloosa Builds and the influence it has had on his business, "I thank them for giving for giving me an opportunity to encourage others to utilize the resources that the agencies extend to small business owners and the community."

Michael Capers
Capers Sheet Metal LLC
via Disadvantaged Business Enterprise Pipeline



2020 IPS ALL STARS

Thank you to the Infrastructure and Public Services staff for all they do for our citizens each and every day! The department honored 49 IPS All Stars across each All-Star team collectively for their hard work in 2020. Each employee was chosen from a group of over 500 employees.

Foundation Team: Members of the foundation team are key assets in regard to the expectation of services provided by the IPS department. These team members are often visible to the community through duties such as maintaining City streets and serving as the first line of communication and action to citizen requests.

Foundation Team **Nathan Brooks**

Public Services - Environmental Services, Crew Worker

Nathan works in the garbage division of Environmental Services. He is a very dedicated hard worker and gives 100% every day no matter the task assigned to him. He consistently displays a great attitude, is dependable and fills in wherever he is needed. Nathan also takes the time to learn routes and that allows us to pair him with new or substitute drivers and he can easily get them through the route.



Thomas Caddis Foundation Team

Logistics and Asset Management - Technical Services, Crew Worker Senior

Thomas wears many hats by delivering inventory for the IPS warehouses, pulling needed inventory for IPS, and maintaining the grounds around the Water Distribution shop and warehouse. Thomas performs his job with a positive attitude, demonstrates excellent customer service, and is always willing to help when and where needed.



Foundation Team **Barry Franklin**

Public Services - Environmental Services, Crew Worker

Barry's contribution during the past year has proven him a huge asset to the IPS team. He is always willing to help his fellow employees as well as citizens. Barry never complains about what he is asked to do and does it, literally, with a song in heart, and one often on his lips. Barry has made a great impression on those he works with, spreading positivity everywhere he goes.



Marcus Hemphill Foundation Team

Logistics and Asset Management - Facilities, Custodial Worker

Marcus has proved that he can do anything from cleaning buildings to stripping and waxing floors. He has received multiple compliments from the great job he has done with the floors. Marcus is Facilities' go to person for sanitizing and he consistently contributes with ideas to improve customer service.



Foundation Team **Evelyn Henderson**

Logistics and Asset Management - Facilities, Custodial Worker

Evelyn exemplifies great character and a great responsibility to her job and her assigned facilities. She shows up to work on time every day with a great personality and a positive attitude. Evelyn is a team player and is willing to help any way she can.



Foundation Team **Eclister James**

Infrastructure - Collections, Crew Worker Senior

Eclister (EJ) is a long time employee of the City. He has a great attitude and is always smiling. Eclister has often went above and beyond to help others in times of need outside of his assigned position without being asked to ensure we are staying on task.



Foundation Team **Dwayne Johnson**

Infrastructure - Streets and Drainage, Crew Worker

Dwayne supports the Tuscaloosa Amphitheater and many special events throughout the year. He has always been available, early mornings, nights, weekends, and holidays and the Arts and Entertainment staff counts him as part of their team. He is extremely professional and an excellent crowd entertainer who gives City events that little something extra. His services go beyond entertainment though, and is a great resource for communicating with event participants, particularly when there is an emergency situation. He has great situational awareness at events and the Arts and Entertainment staff look forward to having him at many events to come.



Foundation Team **Claude Martin**

Logistics and Asset Management - Fletcher, Water/Wastewater Maintenance Assistant

Claude is a hard and dependable worker. He has worked many rain events and taken many on-call shifts. He is also a great team member and has covered numerous on-call shifts for his teammates when needed. In emergencies, Claude has used his experience to help provide solutions to problems. He has also attended classes and is studying for a Grade 1C license, which is not a requirement for his position.



Foundation Team **Ronnie McGee**

Logistics and Asset Management - Fleet, Automotive Service Helper

Ronnie is extremely dependable and considerate when working to assist in the daily operations at Fleet Services. He is the backbone of the tire shop, as well as working on the service end. Ronnie continues to display a winning attitude after 25 years of service.





Renard Turner Foundation Team

Public Services - Environmental Services, Crew Worker Senior

Renard is assigned to the cart repair crew in Environmental Services. Renard consistently provides premier service, always has a great attitude and displays a willingness to get things done. Whenever he is needed he is always more than willing to help out in any other division. He serves as a lead with the Community Service Workers litter detail. Renard is a great representative for the City of Tuscaloosa in his interactions with citizens throughout the city.

Foundation Team **Robert Waller**

Public Services - Environmental Services, Crew Worker Senior

Robert is assigned to the cart repair crew in Environmental Services. He is easy to work with, always has a great attitude and is constantly looking for ways to improve processes. Robert communicates well with citizens and always goes the extra mile to make each citizen feel valued. He also helps out in any division as needed with a willing attitude.



Administrative Team: This team provides vital support functions for the IPS department enabling managers and supervisors to focus on the effectiveness and efficiencies of their daily operations.



Rebecca Adams Administrative Team

Administration - IPS Administrative Coordinator

The Infrastructure Water and Sewer managers describe Rebecca as an invaluable asset in terms of source of information and assistance in preparing each of these managers to handle their respective divisions. Specifically, she has assisted each of them with time and attendance management, personnel management, and City procedure. Rebecca's knowledge has been such that each of the managers have relied on her for her assistance. She has completed all of these activities with a great attitude, great diligence and with a spirit of unity across divisions.

Administrative Team **Jamie Mansfield**

Infrastructure - Administration Water/Sewer, Secretary Senior

Jamie has shown exemplary skill in her position and displayed great attitude while doing so. She has used her skillset to assist and become a leader in the Infrastructure Water and Sewer administrative pool. Jamie has been tasked with working across divisions and completing tasks for Distribution, Collections and Meters including but not limited to time and attendance, uniforms, ICS Form completion and tracking, performance appraisal and IDP collection. She has been utilized to assist water billing with data input into the City's billing system as well as being available and helpful for any non-division activities with diligence and a great attitude.



Mandie McCook Administrative Team

Infrastructure - Infrastructure Administration Specialist

The impact of Mandie's efforts are seen on a daily basis through her diligence to the tangibles of her job responsibilities which include managing office personnel that are responsible for the frontline activities such as call taking, service dispatch, facilitating workflow, time keeping, and employee wellness. She is also impeccable at facilitating and tracking invoice payments, operating as the first person of contact for information transfer and problem solving between the Infrastructure division and other divisions within IPS, and all other stakeholders outside IPS. Mandie displays excellent customer service by viewing everyone as an end-user for whom it is her responsibility to support in getting their needs met to the fullest extent possible. Equally if not even more important is the environment of understanding, compassion, and patience that Mandie creates in the Infrastructure team.



Administrative Team **Malorie Mixon**

Logistics and Asset Management - Technical Services, IPS Planner Scheduler

As an IPS Planner, Malorie assisted Logistics and Asset Management in compiling all IPS schedules together looking for conflicts and checking details of each schedule. She brought new ideas to the group and was highly motivated to make the group better. Malorie's hard work paid off and later she was promoted to IPS Maintenance Planner/Scheduler for the water treatment plants. Amidst the COVID-19 outbreak, Malorie was asked to join the City's Incident Command team and she did not hesitate to assist. Malorie's dedication and desire to make a difference within the City is a great example of an IPS All-Star.



Meredith Mullins Administrative Team

Engineering - Engineering Aide

Meredith is a team player, making Engineering a more productive group. She is always looking for ways to support the engineers and make their jobs more efficient, and is quick to volunteer to take on additional responsibilities to cover when others are away from the office. Meredith is great at working with the public to help address their concerns about infrastructure and capital projects, and always has a good attitude dealing with the public.



Administrative Team **Courtney Reese**

Public Services - Administration, Secretary Principal

Courtney's supervisor cannot imagine an employee more deserving of this award than Courtney. She puts her heart and soul into her work and is absolutely instrumental in keeping Public Services functioning. Courtney does not just support Public Services Admin, she plays a vital role in Environmental Services, Amphitheater, River Market and Special Event operations. Courtney is always there to assist others and has the heart of a true City employee!



Management/Professional Team: The management/professional team manages the day-to-day operations of IPS subdivisions by overseeing operations, providing support, and working collectively with each other, other departments, and the public. This team also focuses on long-term planning.

Katherine Aikens Management / Professional Team

Administration - Deputy Director of Administration

Katherine is an invaluable asset to not only the Administration team, but also the IPS department as a whole. She leads and instructs the accounting group in Administration in an incredible way and under her leadership the team has created resources to help streamline operations. Katherine is always willing to take on additional tasks and learn everything she can about the department and City. Katherine is a true public servant.



Management / Professional Team **Michael Crady**

Administration - Senior Accountant

Mike is a leader in the accounting group in IPS Administration. He is extraordinarily dependable and an excellent communicator. Mike provides outstanding internal and external customer service. He excels in the cumbersome year-end accounting work every year. Mike always delivers timely and accurate financial information related to capital projects to managers, directors, other City departments, and City Council.





Matt Jones Management/Professional Team

Public Services - Amphitheater, City Venues Assistant Operation Manger

Matt has served the City of Tuscaloosa for eight years. During that time he has worked at the River Market as the Assistant Director and then as the City Venue Operations Assistant Manager. Most recently, Matt has been working at the Tuscaloosa Amphitheater as the City Venue Operations Assistant Manager. He truly cares about the Amphitheater and is constantly coming up with ideas on how to improve what we do. Matt has taken over the scheduling and managing of the event staff on event days and is responsible for all documentation. He has a great attitude every day and he doesn't hesitate to go the extra mile. Matt has an extraordinary personality and people that spend time around him enjoy working for him; they know that Matt is genuine and will be right there working with them to get the job done right.

Management/Professional Team Kimberly Michael

Logistics and Asset Management - Water/Sewer Process Assets Manager

Kimberly is responsible for the management of the Ed Love and Jerry Plott Water Treatment Plants. Under her leadership, both plants have consistently won optimization and best operated plants awards from the Alabama Department of Environmental Management. She is well liked by her staff and she fosters a work environment that has led to high employee morale and low employee turnover. She sets the standard when it comes to budget management. Overall, she is an outstanding employee and asset to IPS.



Tyler Vodopich Management/Professional Team

Engineering - Graduate Engineer

Tyler handles an array of responsibilities and roles for the IPS Engineering division. Whether he is addressing a City Council request for lighting improvements or coordinating plan reviews for Elevate projects, Tyler maintains a positive, energetic attitude. Tyler consistently delivers quality work and is an effective communicator making him a strong asset for the IPS department.



Supervisor Team: Members of this team are the first line of directing operations while also ensuring employees are safe and performing duties in an efficient manner.

Supervisor Team Ryan Chesnutt

Engineering - Engineering Inspection Supervisor

Ryan diligently leads efforts to safeguard and improve the City of Tuscaloosa water distribution system. Ryan and his team observe and inspect water system expansions and are quick to assist in anyway needed to work to this end. Ryan consistently maintains a positive attitude and goes above and beyond working with local engineers, contractors, and in-house distribution crews to make sure the City of Tuscaloosa water distribution system remains safe and resilient.



Christopher Golden Supervisor Team

Infrastructure - Traffic, ITS/Fiber Optic Supervisor

Chris is a great asset to the Infrastructure division. He brings a lot of knowledge and expertise and is always available to provide it to help other sections of the City accomplish their goals. He takes great pride in his team and is always on top of what is going on to make sure all things run smoothly even when they may be outside of his realm of responsibility. Chris has had a great attitude as workloads have shifted and grown and is always excellent in working with others.



Supervisor Team **Ronald Lewis**

Environmental Services - Environmental Services Supervisor

Ronald is very much involved with the day to day operations of Environmental Services. He communicates well with the other supervisors as well as communicating expectations to his crew. Ronald is quick to make suggestions to the supervisors on improving their operations and checking with the other divisions to ensure they have enough personnel to perform their daily duties. He truly cares about the safety of the guys, ensuring they have all of the necessary PPE and trucks are stocked with essential items. Ronald consistently looks for ways to improve the time it takes to complete routes, as well as the service provided by each driver. If equipment goes down and crews are delayed, he's not afraid to jump in an automated truck and help on the route. He's knowledgeable of the equipment and very much involved with all vehicle repairs. He's constantly looking for ways to better himself and his division.



Hunter McJenkin Supervisor Team

Logistics and Asset Management - Technical Services, Buyer/Warehouse Supervisor

Hunter leads the Water Distribution warehouse, which has recently taken over purchasing for most of IPS. Hunter is very organized and detailed oriented which helps his warehouse meet and exceed the needs of internal and external customers. Hunter is an employee you go to when a process needs to be fixed, training is needed, or if there is an important job that needs to be completed.



Supervisor Team **Jimmy Quimby**

Infrastructure - Traffic, Traffic Signal Crew Supervisor

Jimmy is a newer supervisor and has done an excellent job with merging two working groups together to better accomplish the City's goals. He has frequently pulled other sections together to accomplish tasks that are beyond his regular job duties. When complicated tasks arise, Jimmy is always on top of it and accomplishes work to an excellent standard.



Drew Rice Supervisor Team

Logistics and Asset Management - Fleet, Fleet Maintenance Supervisor

Drew displays a high quality of character and leadership that is needed in his position. He plans, organizes, and supervises the maintenance and repair of the City's fleet. Drew leads by example and is always willing to go the extra mile when diagnosing problems that the mechanics encounter.



Supervisor Team **Emmett Sherman**

Infrastructure - Right-of-Way/Landscaping, Maintenance Crew Supervisor

Emmett is a Maintenance Crew Supervisor in the right-of-way/landscaping division over the McFarland Boulevard crew. Emmett has been employed with the City since 1985. When giving Emmett a task there is not a question if it will be completed. He is prompt on getting his task done or letting his supervisor know of any issues that may come up. Since implementing scheduling and asking the supervisors to spend more time in the field, Emmett can normally be found in the field working alongside his crew.





Marvin Skelton Supervisor Team

Infrastructure - Distribution, Water Distribution Supervisor

Marvin has been with the City of Tuscaloosa for 30 years and is an asset to the Water Distribution team. He is very knowledgeable in his line of work and does a great job maximizing the efficiency within his crew when multiple jobs need to be completed. Marvin is always willing to help other crews and steps up to assist whenever asked including assisting with Environmental Services operations when called upon. He displays dedication and a great attitude in the performance of his daily work activities. Marvin takes true ownership of the responsibilities of his position and the effort he puts into his career is second to none.

Supervisor Team **Anthony Wyatt**

Infrastructure - Collections, Sewer Collection System Supervisor

Anthony has been with the City of Tuscaloosa for 25 years and is an asset to Collections. He is very knowledgeable in his line of work and does a great job maximizing efficiency within his crew when multiple jobs are needed to be completed. He is always willing to help other crews and steps up to assist whenever asked.



Field Operator Team: This team is often the most visible to the public in their daily operations and can be found operating garbage trucks, dump trucks, and jet vacuum trucks among other things in the field.

Clemmon Allen Field Operator Team

Environmental Services - Heavy Equipment Operator

Clemmon serves in the garbage division of Environmental Services but is utilized in other divisions as well. He operates automated garbage trucks and any other piece of equipment as needed. He is one of the most efficient operators and is very knowledgeable of all of the garbage routes. Clemmon can be asked to run any route in any truck and there is no worry about him completing it. He is a team player that usually finishes his routes and assists other drivers with theirs and is also utilized as a lead person when the supervisor is out.



Field Operator Team **Steven Hawkins**

Public Services - Environmental Services, Heavy Equipment Operator

Steven serves in the trash division of Environmental Services. He is mild tempered, very easy to work with and is always encouraging others to do what is right. He fills in as needed throughout Environmental Services but he is primarily assigned to a shuttle truck. He also works with anyone wanting to obtain their Class A CDL and trains them.



Dominic Jones Field Operator Team

Public Services - Environmental Services, Heavy Equipment Operator

Dominic works in the trash division of Environmental Services. He is always willing to do whatever is asked of him no matter the assignment. He is often utilized as a shuttle truck driver, knuckleboom operator and driver in garbage. He is dependable and willing to work overtime when needed and easy to manage.



Field Operator Team **William Nalls**

Infrastructure - Collections, Jet/Vacuum Truck Operator

William has stepped up repeatedly during COVID-19 and weather events. He has been a go-to when a jet vacuum truck is needed for bypassing or additional personnel to complete day to day scheduled work. William has tasked himself with helping the new employees learn our Lucy and GIS system.



Andrew O'Briant Field Operator Team

Infrastructure - Collections, Heavy Equipment Operator

Andrew is a great operator and employee, He is always working to improve his skills on various equipment and is an asset to the IPS department. Andrew is also on the on-call rotation with Water Distribution where he fills in as an heavy equipment operator. He is always willing to help wherever needed.



Plant Operation Team: Members of the plant operation team serve in the City's water treatment and water resource recovery facilities; these employees ensure that water is treated properly for end users.

Field Operator Team **Nelson Sansing**

Infrastructure - Collections, Jet/Vacuum Truck Operator

Nelson is utilized as a Jet Vacuum Operator as well as a back-up closed circuit TV truck operator. He continues to improve his skills on the closed circuit TV truck and has been utilized frequently this past year in that position. Nelson has definitely stepped up when needed and is always willing to help when needed.



Keith Kelley Plant Operation Team

Logistics and Asset Management - Water Treatment Plants, Water Treatment Plant Operator

Keith is a water treatment operator at the Jerry Plott Water Treatment Plant. He is one of the few operators that is capable of operating both Ed Love and Jerry Plott treatment plants and is currently in the day position. This requires Keith to take on more responsibilities and an evolving role in day-to-day operations. Keith is often called on to fill voids in shifts and fills in wherever he is needed. He routinely helps with regulatory sampling and creating spreadsheets to track data in ways that are more efficient. Keith also takes part in projects at the plants and plays an active role in any changes being discussed at both plants. Keith is an important asset to the water treatment team.



Maintenance Technician Team: The maintenance technician team provides invaluable resources to the department through maintaining systems and equipment to fortify our assets and operations.

Maintenance Technician Team **Danny Walker**

Logistics and Asset Management - Water Treatment Plants, Water/Wastewater Maintenance Technician

Danny is based at the Jerry Plott Water Treatment Plant. He is skilled in many areas including metal fabrication and welding, industrial maintenance, and water treatment. He has been able to save the City money and time on many occasions by making a part that would have otherwise had equipment down for extended periods. Danny has also been able to install equipment that in the past would have been outsourced. Due to his understanding of the treatment process, he can confidently help operators when process equipment fails or becomes an issue. He also obtained his Grade IV water treatment operator license, even though his job only required him to obtain a Grade II. Danny is a vital member of the water treatment team.



Special Teams: This group of talented individuals perform in specialty areas of the IPS department. From a water treatment biologist to an engineering inspector, these employees ensure a safe and engaging City.



Adam Ballard Special Teams

Infrastructure - Distribution, Water Service Technician

Adam is very knowledgeable in his line of work and does a great job maximizing efficiency within his daily activities. He is always willing to help other crews and steps up to assist whenever asked. He displays dedication and a good attitude in his daily activities and has also been available to assist with Environmental Services operations.

Special Teams **Hank Logan**

Logistics and Asset Management - Technical Services, SSO/FOG Technical Investigator

Hank regularly works outside of his job responsibilities by helping others make sure deadlines are met. He has obtained a Grade 1C wastewater operator's license, a certification that is above and beyond for his position. Hank has grown in his responsibilities and can be depended on when an emergency arises during or after work hours.



Joshua Morrison Special Teams

Engineering - Engineering Inspector

Josh is an excellent representative of the City on job sites. Josh is able to work independently, handling coordination with City staff and contractors. Josh looks out for the City's interests well in making sure infrastructure is installed and maintained to appropriate standards. Josh has also provided valuable assistance with BMP (best management practices) inspections and outfall mapping, helping the City remain in good standing with the Alabama Department of Environmental Management permit requirements. He has a positive attitude and displays dedication in his responsibilities.



Special Teams **Edward Prince**

Infrastructure - Meters, Water Service Technician

Edward has been with the City of Tuscaloosa for over 20 years, with over 18 years serving on the Meter team. Edward has went above and beyond over the past year and has been a tremendous asset to our division. He has always been there when needed no matter the time or job; filling in for our office truck, radio reads and meter reading when needed. Edward always keeps everyone laughing and spirits high.



COLLABORATION AWARD



This team was instrumental in renovating the old Parking Control warehouse into the new Fleet Services office. Even though the team members were across different IPS divisions and groups, they were able to work together to make an idea into reality all while ensuring our standard of excellence was achieved and remaining within budget. They utilized creativity, existing resources, and teamwork on this project, which would have cost nearly three times the amount if a consultant and general contractor had to be hired to perform the work. This team is a shining example of the IPS mission to promoting a standard of excellence through working together.



SERVICE RECOGNITION

5 Years

John Barnes

Custodial Worker

Jesse Belle

Crew Worker

Tyler Bigham

Equipment Operator Senior

Brandon Bryant

Custodial Worker

Alexis Clark

Venues Operations Manager

Kenyon Davis

Equipment Operator

Brandon Frost

Surveyor Assistant

Katara Harris

Crew Worker Senior

Jennifer Hinton

IPS Operations Manager

Adam Holloway

Water Treatment Plant Operator

Jeff Powell

Airport Manager

Wyman Shirley

Parking Control Officer

Chris Spencer

Facilities Maintenance Technician

Detective Thomas

Parking Control Officer Senior

Randall Williams

Crew Worker

Kelvin Winston

Equipment Operator Senior

10 Years

Heath Balenger

City Venue Operations Assistant

Deshawn Barnes

Heavy Equipment Operator

Eduard Binion

Water/Wastewater Operator Assistant

Tracey Chaney

Automated Garbage Truck Operator

Michelle Essary

311 Call Center Representative

Charles Hall

Custodial Worker

Timothy Howard

Heavy Equipment Operator

Lynn Jackson

IPS Technician

Steven Jennings

Heavy Equipment Operator

Douglas Kirkley

Equipment Operator Senior

Marlon Means

Water/Wastewater Maintenance Assistant

Malorie Mixon

IPS Maintenance Scheduler/Planner

Josh Morrison

Engineering Inspector

Fonda Prince

Facilities Maintenance Supervisor

Wayne Wells

Water/Wastewater Maintenance Assistant

15 Years

Trent Davis

Animal Control Officer

Robin Milligan

Secretary Principal

Cory Odum

Equipment Operator

Cleveland Ray

Facilities Maintenance Technician

Shorty Shirley

IPS Technician

Donny Smitherman

Water/Wastewater Maintenance Technician

Philmore Strode

Water Treatment Plant Operator

William Watkins

Construction Crew Supervisor

Eric Williams

Engineering Aide

20 Years

Jerome Bain

ITS/Fiber Optic Technician

Kenneth Crawford

Jet Vacuum Truck Operator

Steven Hawkins

Heavy Equipment Operator

Ethan Hicks

Water Treatment Plant Chief Operator

James LaFoy

IPS Operations Manager

Pearly Leonard

Traffic Signal Technician

Christopher Maloney

Automotive Service Helper

Ronald McIntosh Jr.

ITS/Fiber Optic Technician

Mark Mixon

IPS Maintenance Scheduler/Planner

Durey Morrow

Equipment Operator Senior

Edward Prince

Water Service Technician

Tonya Epps-Royal

Secretary

Cory Sexton

Wastewater Assistant Chief Operator

Michael Shepherd

Equipment Operator Senior

Tim Wilcutt

Irrigation Technician

Jeff Yeager

Construction Crew Supervisor

Teresa Yeatman

Engineering Aide

25 Years

Jean Bethune

Water Resource Recovery Facility Operator

Kerry Collins

Construction Crew Supervisor

Freddie Crocker

Facilities Maintenance Technician

Roy Davis

Heavy Equipment Operator

Gerald German

Water Resource Recovery Facility Operator

Chris Golden

ITS/Fiber Optic Supervisor

Keon Jones

Heavy Equipment Operator

Tyrone McCollins

Sludge-Filtration Operator

Richard McFerrin

Crew Worker Senior

Anissa Merriweather

Water Quality Program Manager

Chris Snow

IPS Technician

Malcolm Storey

Equipment Operator Senior

Lester Walker

Code Enforcement Officer

Russell Woods

Heavy Equipment Operator

Anthony Wyatt

Sewer Collection System Supervisor

30 Years

Billy Elmore

Engineering Inspector

Marvin Skelton

Water Distribution Supervisor

Miguel Sledge

Animal Control Supervisor

35 Years

William Eatmon

Crew Worker

Emmett Sherman

Maintenance Crew Supervisor

Buck Stallworth

Closed Circuit TV Supervisor

IPS 2020 ACHIEVEMENTS

\$2,964,421

2019 Citywide Resurfacing

Resurfaced various streets within the city limits of Tuscaloosa.

\$436,081

Liquid Lime Overhaul

Conversion to liquid lime from traditional lime slakers at the Ed Love Water Treatment Plant to result in lower operational costs.

\$252,911

26th Avenue East Turn Lane

Added turning lanes and provided better access to Jackson II apartments located on 26th Avenue East near the intersection of 38th Place East.

\$8,542,052

10th Avenue Roadway Improvements

Funded largely with disaster recovery dollars, this project included roadway improvements, landscaping and irrigation, underground utilities, water and sewer improvements, and the City Walk. The western City Walk trailhead begins on 10th Avenue at Harmon Park.

\$1,000,000

10th Avenue Drainage

This project consisted of the City's contribution to The University of Alabama's flood control project near Tutwiler Hall. Specifically, the project entailed installation of underground concrete vaults and an innovative infiltration well for an underground detention system.

\$2,336,948

Gaineswood Waterline Improvements

Relocated existing 8" and 12" water lines and replaced them with new 12" ductile lines as well as repaired roadway settlement along the existing water lines located along Rice Mine Road in between State Route 297 and New Watermelon Road.

\$93,762

Williamsburg East Storm Sewer Repair

Replacement of 42" storm drain, storm basin, and 8" sanitary sewer main as well as slope stabilization near Williamsburg East Apartments that occurred as a result of the torrential February 2020 rain storms.

\$2,700,390

39th Street Sanitary Sewer Improvement Project

Upgraded 8,836 linear feet of sanitary sewer line from 6" PVC pipe to 8" PVC pipe and all existing 8" clay pipe to 8" PVC along 39th Street and other streets in the proximity.

\$697,430

Queen City Sewer Jumper Line - Jack Warner Parkway Phase

Replacement of a portion of the existing sanitary sewer trunk line that runs from the Riverwalk on the north side of Jack Warner Parkway to 21st Avenue on the south side of Jack Warner Parkway.

\$392,380

Riverdale Sanitary Sewer Improvements - Phase II

Replaced 1,200 linear feet of existing 8" clay pipe with ductile iron pipe. Setting of 8 precast manholes, 180 linear feet of 6" service laterals, and the replacement of existing aerial piers were also included in the project.

\$3,992,524

Queen City Sewer Jumper Line - 21st Avenue Phase

Rerouted a significant portion of sanitary sewer flows and alleviated capacity concerns downstream as well as installed a large diameter sanitary sewer line from the intersection of Bryant Drive and Queen City Avenue to the intersection of 8th Street and 21st Avenue.

\$3,422,480

General Aviation Apron Rehab & Master Plan Update

Rehabilitation of 44,000 square feet of the general aviation apron south of Runway 11-29 as well as the removal of building foundations and other above-ground obstructions and replacement of select storm drainage inlets and pipes at the Tuscaloosa National Airport.