



CONNECTIONS

Fulton County Public Works' Quarterly Newsletter



IN THIS ISSUE

Public Works Week 2018
Pg. 1

Director's Corner
Pg. 2

Enhancing Quality of Life Through
Project Execution Pg. 3

Fulton-Cobb Diversion Line Project
Pg. 4

Employee Spotlight: Roy Barnes
Pg. 5

Valve Assessment
Pg. 6

PWW 2018: A Newcomer's Perspective

By: Hannah Penn

Public Works Week (PWW) highlights the diversity, various roles and numerous services our department provides to the citizens of Fulton County.

Members of the PWW committee worked passionately to make the many elements and events bring a higher standard than in years' past. I heard in discussion questions and statements such as "How do we improve from last year?" "What will be a new way to appreciate our staff we haven't done before?" "What can we do to bring awareness of our services to citizens in a way that can't be missed?" It made me excited to jump in and eager to help ensure that these questions were being answered on my tasks as well.

I witnessed pride as new games were introduced to the equipment rodeo. Confidence is what I heard as preparations were made for the exhibit tables. A certain level of determination existed in the decision making of employee gifts. And there was a motivation to not only beautify an every day structure, but to use our community service project to educate in a way that can't be passed by without a glance.

It was a long week of fun and educational activities and events, and the celebration was not just because there is a week named after our department. If you were lucky enough to participate in any of the week's events, I am sure you can say that there was an obvious presence of detail that celebrated the fact that the "Power" of Public Works is evident at Fulton County. Stay tuned: planning will begin in February 2019 for next year's Public Works Week.



Director's Corner



By David Clark

I hope everyone is enjoying their summer and staying safe from the sun and heat – both at work and during your time off.

Even though we are at the height of summer, the division managers are beginning to turn their attention to the 2019 budget year. As all of you have heard for the better part of two years, the Pay for Performance bonus program is in full swing and will be implemented as part of the 2019 budget.

Fulton County Government is committed to customer service excellence and has integrated customer service into its model of performance. Customer service is the cornerstone and foundation of this program with a countywide expectation of 80% satisfaction necessary for employees to be eligible for the bonus to be paid in January.

Customer service is something everyone in Public Works has an opportunity to excel at. Every time we interact with the public – either directly or indirectly – reflects on Fulton County as a whole. Therefore, it is important for everyone to remember that whenever we are in the public eye or speaking to a customer on the phone or through email is a chance to show customer service.

It has been my experience that if you keep these 5 simple points in mind, you will typically deliver excellent customer service.

1. Treat everyone with the utmost respect. Take the time to hear their concerns fully before jumping in. You will be surprised to find out that most of the time, the customer just wants their concerns to be heard.
2. If the problem is something that you personally can't solve, direct them to someone who can. "That is not my job" is something that we should never convey to the public. It is our job to help the public in whatever manner we can. Sometimes that is simply giving them the right phone number.
3. Always follow through. If you tell a customer that you will get back with them by Thursday, please do so.
4. Don't be afraid to deliver bad news – but do so in a positive manner. By using the "No, but ..." approach is simply offering the citizen an alternative of what we can do for them or what they can do to solve their problem. Even if the alternative is not what the customer initially wanted to hear, they are often appreciative of the fact that we are trying to solve their problem.
5. We are always representing Fulton County – not just Public Works. This is especially true when we are driving a county vehicle. Most of the time, drivers can't tell a Public Works vehicle other departments, but they do recognize the Fulton County logo. Therefore, we are held to a higher standard when driving in traffic.

Upcoming Events

August 7th 5:30p-7:30p
National Night Out
 Aviation Cultural Center
 900 Aviation Circle NW
 Atlanta, GA 30336

August 18th 2p-3:30p
Family Creek Walk
 Blue Heron Nature Preserve
 4055 Roswell Rd NE
 Atlanta, GA 30342

September 16-22nd
Pollution Prevention Week

Sept 29th 10a-3p
Macroinvertebrate Workshop
 Autrey Mill Nature Center
 9770 Autrey Mill Rd
 Johns Creek, GA 30022

Welcome New Employees!

Roy Barnes
 Deputy Director, Water Reclamation

Christopher McKibben
 Maintenance Worker, Senior

James Nicolas
 Water Systems Tech

Promotions

Willie Doster
 Maintenance Worker, Senior

Jermaine Jones
 Supt. Water & Sewer I

Annual Children's Water Festival

Jennifer McLaurin



The Children's Water Festival is held each May and this year over 1,200 students and teachers participated. The day features activities on water conservation, pollution prevention and students receive educational messaging about the importance of clean water for our communities.



If you know of a Fulton County School that is interested in coming out to the 2019 Children's Water Festival contact Jennifer McLaurin at 404-612-8745 or Jennifer.McLaurin@fultoncountyga.gov



Public Works by the Numbers June 2018		
Water Resources	868.19	Total Water Distributed (MG)
	9.7%	Non-revenue Water (annualized)
	55	Meters Replaced
	1,271.23	Total Wastewater Treated (MG)
	4.49 M	Sewer Easement Cleared
	38	Water and Sewer Permits Processed
	1	Sewer Overflow >10,000 Gal
	3	Sewer Overflow <10,000 Gal
Transportation	4,100	Citizens Reached by PEO staff
	9	Projects in Design Phase
	1	Project in ITB Phase
	2	Projects in Construction Phase

Enhancing Quality of Life through Project Execution

By: Roussan Francois

In transportation, it's all about execution. Transportation projects have mitigated congestion, improved safety, provided connectivity, filled gaps, created jobs, spurred economic development, and enhanced the quality of life of the residents of Fulton County. Hghlighted below are some of the accomplishments of the division since the incorporation of the City of South Fulton in November 2016.

By the numbers:

- 6 CIP projects completed
- 9 CIP projects in Design
- 2 CIP projects in Construction
- 1 CIP project in ITB phase
- 11 T-SPLOST projects in Design
- 10.5 miles of corridor roads resurfaced
- 13.0 miles of subdivision roads topped
- Nearly \$6M in Capital Improvement Program processed
- Over \$18M T-SPLOST funds collected for City of South Fulton
- Approximately \$18M T-SPLOST funds committed and/or spent
- 45 miles of subdivision roads being resurfaced
- 17 miles of corridor roads scheduled for resurfacing by October 2018
- 1 Streetscape project completed
- Nearly \$3M Local Maintenance Infrastructure Grant awarded for resurfacing
- 45 miles of subdivision roads being resurfaced

At the end of the day, it's all about the citizens of Fulton County. We want to thank them for allowing us to serve and represent them. They invited us to their homes, meetings, and communities; shared their vision, frustrations, challenges, hopes, success stories and appreciations. They talked to us; we listened and, with our resources, executed to the best of our abilities. Some of them we know by names, others by face and some via correspondences (emails, phone calls, and fax). There is no greater satisfaction as a public servant to have responded to their needs, honor our commitments and enhance their quality of life.



Fulton-Cobb Diversion Line Project: Flexibility is the Key *By: Simeon Solomero*



The Big Creek Water Reclamation Facility, which is currently permitted to treat 24 MGD (million gallons per day), is projected to exceed its capacity by 2020. Through the vision and proper planning of County leaders, an expansion effort is already ongoing to address this. It includes plan to expand the capacity from 24 MGD to 38 MGD. The design phase for this task is ongoing and construction phase is anticipated to begin within 2—3 years.

In order to maintain adequate treatment capacity through the period of construction, The Department of Public Works commissioned a study to evaluate alternatives for treatment during the period required for expansion of the Big Creek Water Reclamation Facility. One of the alternatives recommended is to divert additional flows to Cobb County Water System. This is how the Fulton-Cobb Diversion Line and Pump Station Project came about.

The project includes construction of approximately 7 miles of wastewater force main (1.2 miles of 30-in; 5.8 miles of 24-in) which will run from the existing Riverside Road Pump Station to Cobb County Water System traversing through the cities of Roswell and Sandy Springs and Cobb County. Two sections of the line will cross under the Chattahoochee River. A new pump station is to be built to convey 10 MGD of wastewater. The project will convey up to 10 Million Gallons Per Day (MGD) of wastewater from the Riverside Road Pump Station to Cobb County, and will also provide relief to Big Creek WRF while expansion is being undertaken.

As evidenced by this project, flexibility is the key to sound planning.

Educators Explore “Cool Waters” with Summer Workshop *By: Amy Warnock*



This June, eighteen educators from around the metro area took part in the Cool Waters educator workshop to explore water and wastewater treatment and watershed protection. The workshop, hosted by the Georgia Association of Water Professionals and the Cobb County Water System, was led by staff from several local utilities, including Fulton County Public Works.

Over the course of three days, classroom teachers and non-formal educators took part in various water-themed activities, following the theme of “Drink, Use, Protect”. On day one, participants toured a drinking water treatment plant, on day two a wastewater plant, and on day three the group explored a local creek to learn how citizens can help protect watersheds through the Georgia Adopt-a-Stream volunteer monitoring program. The group searched the creek for macroinvertebrates, an important indicator of stream health, and tested water samples for pH and dissolved oxygen levels. During the workshop, all participants also became certified Project W.E.T. educators. Project W.E.T. is a national curriculum of interdisciplinary activities, aligned to Georgia education standards, which are designed to help teachers make water an accessible and exciting topic for their students. For more information about the Cool Waters workshop, please contact Amy Warnock at amy.warnock@fultoncountyga.gov or (404) 612-8006.

Important Contacts for Employees

For payroll, leave, or overtime questions: [Cherylyn Griffin](mailto:Cherylyn.Griffin@fultoncountyga.gov) 404.612.7444

For direct deposit, credit union, MARTA, or tax questions: [Maxine Wright](mailto:Maxine.Wright@fultoncountyga.gov) 404.612.7724

For 457b questions: [Tomekia Mance](mailto:Tomekia.Mance@fultoncountyga.gov) 404.612.7668

For 401a questions: Mass Mutual 800.743.5274

For pension (old plan) questions: Finance Department 404.612.7600

For employee benefits questions: Finance Department 404.612.7605

For ADA questions: [Nadine Oka](mailto:Nadine.Oka@fultoncountyga.gov) 404.612.7390

Employee Spotlight: Fulton County Welcomes Roy Barnes

*Deputy Director
Water Reclamation/
Wastewater Collection*



What is your previous work experience that brings you to our Public Works team?

My background is in Mechanical Engineering. I started out in the private sector working as an engineer for Corning Inc. and General Motors. I worked first as a Wastewater Engineer for many years, obtained licenses in Wastewater and Water Operations and Water Automation Systems. I have held executive positions locally and most recently as an Assistant Director for the City of Houston Water Department.

What are some of your goals for Fulton County's Water Reclamation System?

- A) *Continue to maintain Fulton County's high level of operational excellence.*
- B) *Implement current plant upgrade projects on time and on budget.*
- C) *Upgrade security and control systems.*
- D) *Continue reduction in Sanitary Sewer Overflows.*

What are some of your hobbies?

I like to ride bikes, work on sport cars, play saxophone and travel.

Public Works Employees Become Fulton County Certified Public Managers

On July 29th, our very own Corlette Banks, Patrick Person and Terry Peters became the second class to complete Fulton County's Certified Public Manager (CPM) Program. Delivered by The University of Georgia Carl Vinson Institute of Government, the CPM Program is designed around seven core competency areas which are set by the National Certified Public Manager Consortium, the accrediting body of all CPM programs. Totalling 300 instructional hours, the program develops government managers by building self-awareness, promoting collaboration and encouraging process improvement. Participants must complete all seven segments to be certified. Congratulations on a job well done and for setting a standard of excellence!



*Corlette Banks
Environmental
Program Manager*



*Patrick Person
Water Quality
Manager*



*Terry Peters
Engineering
Administrator*

Veolia Employee Helps Public Works Beautify Fulton County

Phil Dzedzic is a pump station mechanic at the Camp Creek Wastewater Reclamation Facility with Veolia Water. Before moving to Georgia in April 2017 with his wife and daughter, Phil lived in Milwaukee. During Public Works Week, Phil helped the Community Service Committee prepare two manholes in Roswell and College Park by painting and outlining images to be filled in by volunteers on the day of the event. Phil described for us his journey as an artist:

"I grew up drawing comic book characters and airbrushing t-shirts for kids in grade school. I took every art class my highschool had to offer and they had a great art program. From there, I took a few classes at The Milwaukee Institute of Art and Design, but soon became a commercial painter by trade. Starting in 2003 I began custom automotive pinstriping both as a hobby and for Harley Davidson dealerships in Milwaukee during their annual events. I became a professional tattoo artist in South Milwaukee after serving an apprenticeship in 2007."



*Phil shows off his work in progress on
Community Service Day*

Sewer Superintendent Mike Loggins had this to say about the South Fulton project: "Seldom do you hear the words 'Beautiful' and 'Amazing' when people describe a sewer manhole, however these were the expressions when eyes were first laid on the manhole on Cochran Road. This project, a collaborative effort between the Environmental Education group, South Fulton sewer employees, and a wonderful artist from Veolia, was truly a plan that came together. Good job, guys!"

Water Distribution Conducts System-Wide Valve Assessment

By: Nick Ammons

What do we do when the water main springs a leak? Water mains can experience leaks due to a variety of causes such as old age, settlement around brittle pipe and even lightning strikes. When the pipes leak, they need to be fixed; obviously to save the water, but also to avoid a larger failure which can be catastrophic.

To begin, the leaking pipe typically needs to be isolated from the other piping in the water distribution system and drained to make the repairs. Valves are used to isolate sections of the distribution system when necessary. However, valves are sometimes difficult to locate and don't always work. Often over time the valve operators near the ground surface, along roadways and sidewalks can become inaccessible. In other cases, construction in the vicinity can damage parts of a valve making it inoperable. Old age also plays a role, and if left alone too long a valve may become too hard to operate without special equipment. Then, when the pipe leaks or other emergencies occur, the valve isn't able to do the intended job. This means that valves located farther away from the leak need to be used, more piping has to be isolated, and more customers are impacted.

In an effort to better serve our water system customers, the distribution system management initiated a valve assessment program. Initially this program is being performed by Wachs Water Services. The purpose of this program is to assess the operability of valves by:

- Exercising each valve by closing, opening, monitoring torque, and counting turns
- Confirming size of valves at each location
- Collecting GPS coordinates for GIS system accuracy
- Working with distribution staff to correct discrepancies in connectivity

It is anticipated that these functions will be assumed by distribution system staff in the next couple years. Once the assessments are completed for the entire system, we plan to convert this program into an ongoing valve exercise practice to indefinitely assess transmission valves annually and distribution valves every five years. This will ensure that whenever a segment of main needs to be isolated due to a break or other issue, there will be confidence that valves will be in working order and can be easily located.



Airport Update *By: Jason Pinnix*



Things are really taking off at the Fulton County Airport-Brown Field (KFTY) this summer! After many years of lobbying the Federal Aviation Administration (FAA) to replace/repair the Airport's Approach Lighting System, a new system is currently being installed at the approach end of Runway 8 that will enhance the safety of flight operations conducted at the airfield during inclement weather conditions. The installation is being fully funded by the FAA, thus affording the Airport the opportunity to direct funds toward our 5% local match for much needed infrastructure upgrades elsewhere on the airport; namely the relocation of Taxiway Stubs "J"uliet and "K"ilo and the complete overhaul of Taxiway J leading to the North Terminal Area (NTA) Development on the north side of the primary runway, RWY 8/26.

Much of this is made possible through a long-term non-aeronautical lease entered into by Fulton County with Majestic Realty, Inc., whereby Majestic developed 343 acres of airport land to house a million square foot logistic center for United Parcel Service (UPS); in the process creating 50 acres of developable land for future hangar development, along with landside access. The rehabilitation and strengthening of TWY J is the third (3rd) Phase in the overall plan to develop the northern regions of the Airport. Phases IV & V, are planned to begin Spring/Summer 2019.