

# Ad Hoc Committee on Equity and Inclusion

## Public Works Department



**February 25, 2021**

Sean Sullivan, Director

# Public Works

The Public Works Department is responsible for all planning, construction, and maintenance of the City's public infrastructure to create a premier physical environment for the benefit of the Community.



**MONROVIA  
PUBLIC WORKS**

**STREETS | PARKS | UTILITIES | FACILITIES  
ENGINEERING | ENVIRONMENTAL SERVICES**

# Overview

The Public Works Department is responsible for:

- Maintaining the Physical Infrastructure of the Community
  - Streets, Parks, Facilities and Everything In Between
- Operating the City's water and sewer utilities
- Engineering, Permitting, and Utility Coordination
- Environmental Services – Solid Waste, Street Sweeping, Stormwater Management
- Development and Execution of Capital Improvement Projects
- Customer Service

# Operational Areas

## **ADMINISTRATION**

- Department Vision
- Customer Service
- Budget
- Payroll
- Transportation
- Environmental Programs
- Human Resources

## **ENGINEERING**

- Project Development and Management
- Development Support
- Utility Coordination
- Permitting and Inspection
- Environmental Programs
- Solid Waste

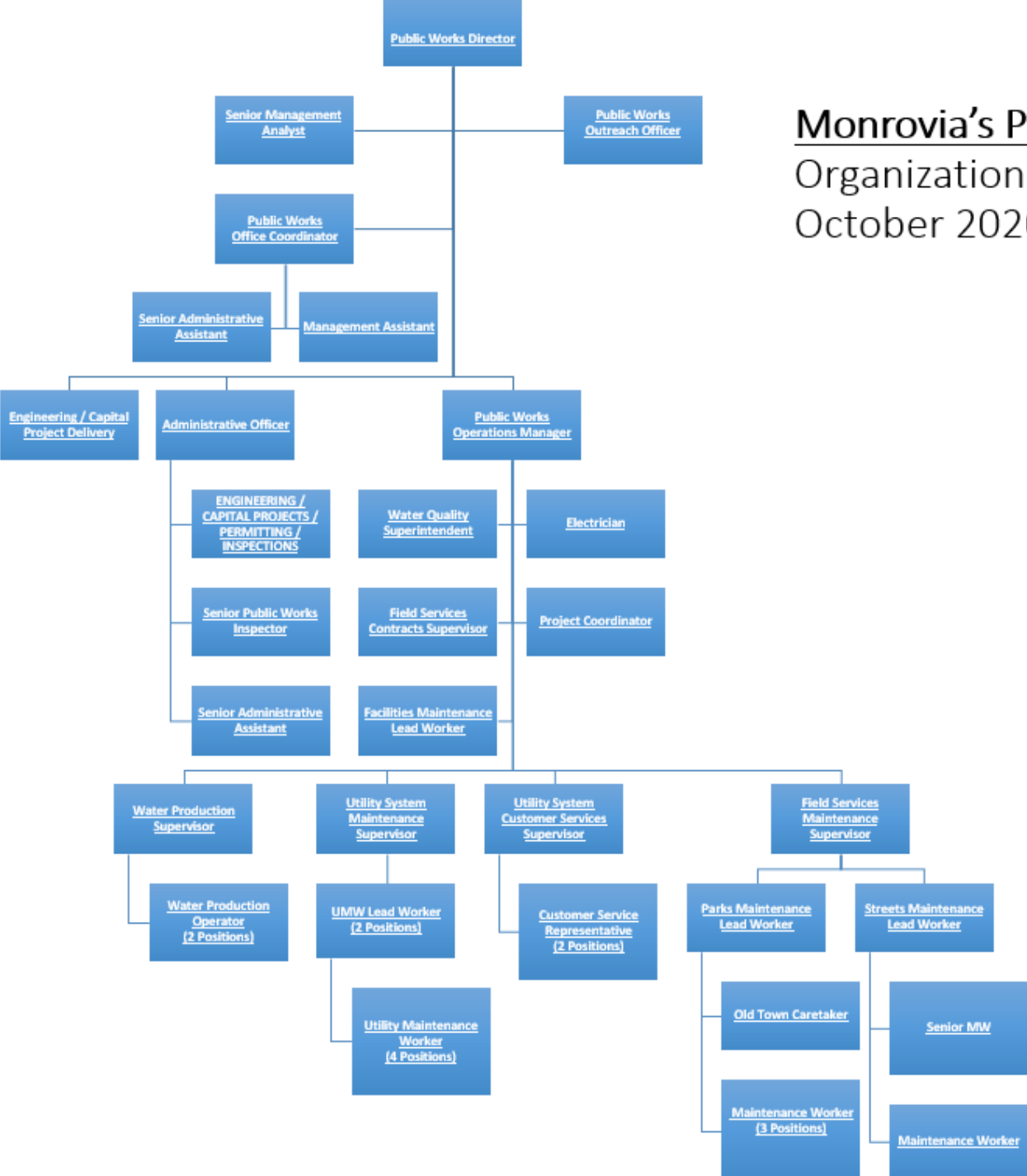
## **FIELD SERVICES**

- Park Maintenance
- Street Maintenance
- Facilities
- Utilities

# Monrovia's Public Works Department

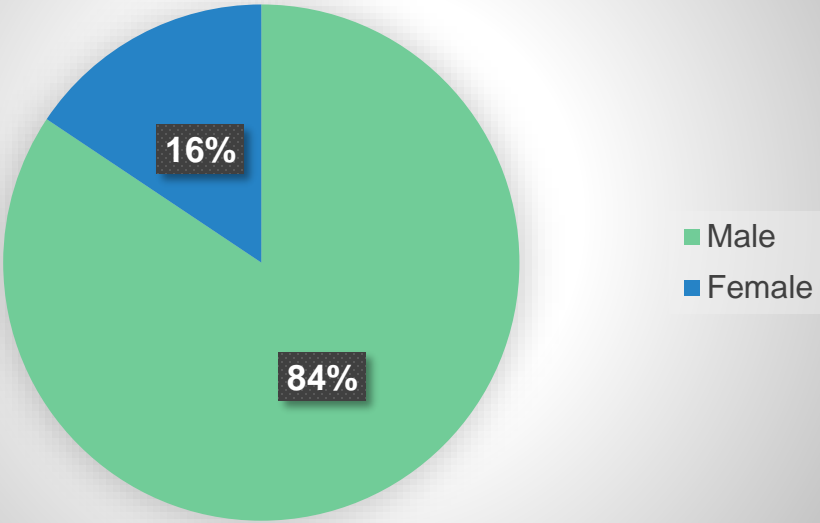
## Organizational Chart

October 2020

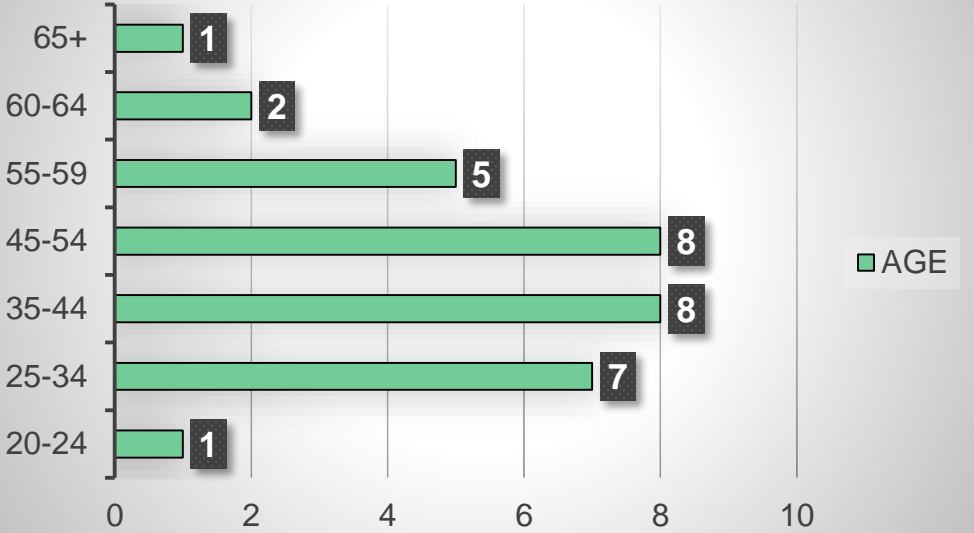


# Department Personnel

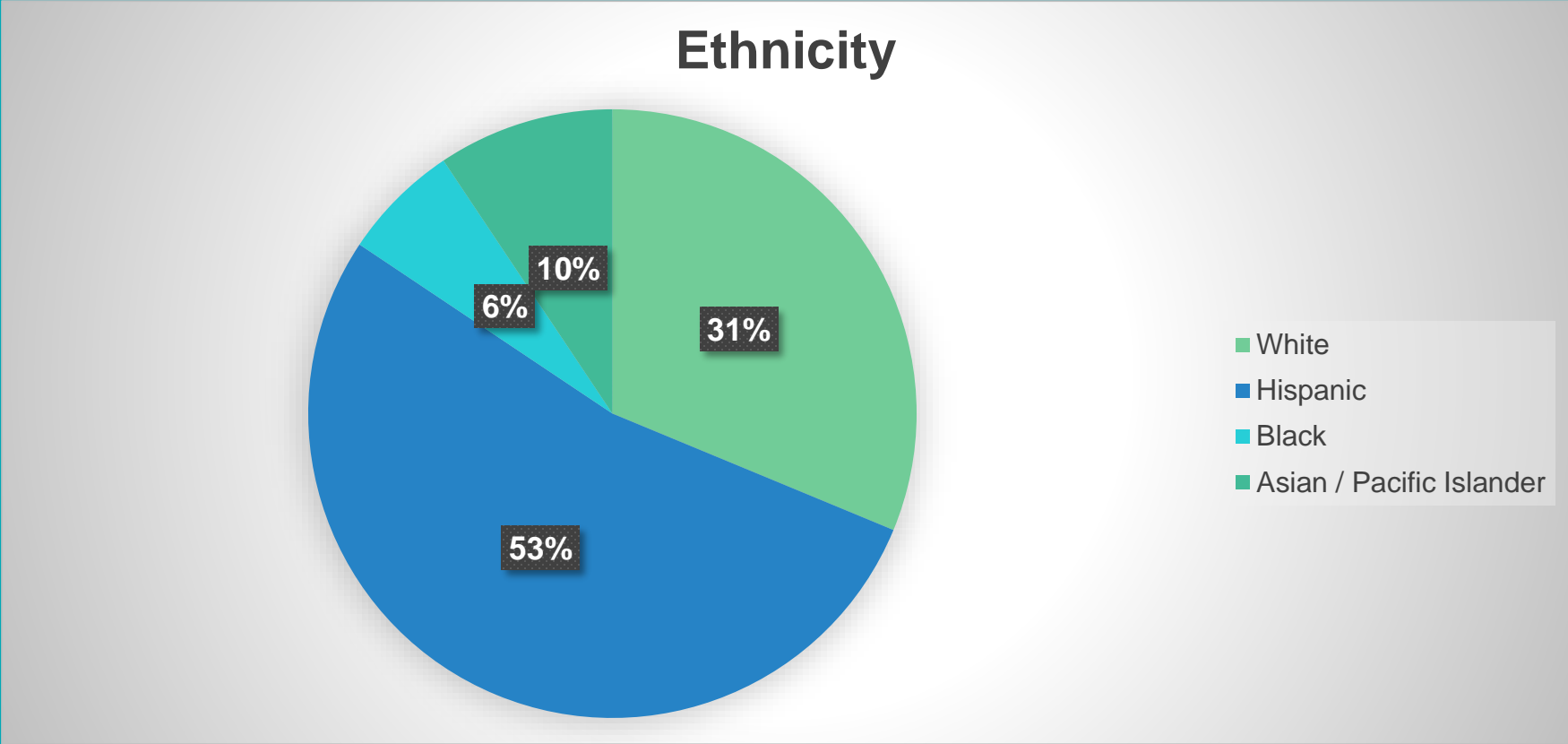
### Gender



### AGE



# Department Personnel



# The Public Works Team Includes

- Current Average Employee Tenure: 11.20 years
- 6 Team Members that currently reside in Monrovia
  - A few of our team members grew up in town and have known each other since High School
- Educational Levels ranging from High School Graduate to Advanced Degrees
- 5 Team Members that have Master's Degrees
- 2 Full-Time Team Members currently working on Bachelor's Degrees
- 13 Team Members with Technical Certificates for Water Operations





# Creating a Safe Working Environment

- Management and Supervisors have an open door policy – We encourage the team to come to us with any concerns. Additionally, management and supervisors work to be proactive in our engagement of staff.
- The team meets in their work groups on varying intervals to discuss work items as well as items of concern for the team.
- The Public Works Team is very active in the Employee Representation Group as well as other committees, all of which provide additional support and resources to personnel
- Typically, we have frequent social gatherings to provide for fellowship and the opportunity to celebrate the successes of the team

# Training

- All members of our team are required to complete the following trainings regularly:
  - Non-Harassment Training
  - Customer Service Training
    - These trainings provide a focus on topics of ethics, diversity and non-discrimination
- Given the technical nature of Public Works, there are frequent safety and functional trainings that the staff complete based upon the nature and needs of their work assignments.
  - Driver Safety                      Heat Injury Prevention                      Fall Prevention
  - Confined Space Entry                      Health and Safety – Blood Borne Pathogen, Bio Hazard
  - Hearing Conservation                      Emergency Management
  - Traffic Control                      Trench Safety

# Customers

- Public Works Serves a variety of customers:
  - Residents who use water and sewer (9,500 households/businesses: The entire City), streets, parks, or other public facilities and infrastructure
  - Business Community
  - Developers
  - Utilities
  - Internal Customers:
    - Assisting the City's operating departments with facilities, special events and other support

# Marginalized Groups

- How do we address the needs of marginalized groups?
  - Customer Service Training
  - We offer a variety of means and mechanisms for communication
- Service Rate Reduction
  - Athens Services provides a 10% service discount for senior citizens.
  - The City of Monrovia offer discount programs for municipal water utility services to economically disadvantages, seniors and veterans.
- Monrovia Transit provides ADA Access and paratransit services for residents with medical needs.



# Public Works Department Boasts

- The Public Works Department:
  - Is responsive and ready to serve 24 hours a day; provides great customer service
  - Continues to successfully provide safe, compliant utility services
  - Delivers quality projects and infrastructure improvements

# Public Works Department Concerns

- The Public Works Department:
  - “We’ve always done it that way” culture
  - We cannot always do everything... we have to prioritize what we are able to do

# Public Works Department – Thoughts on Improvement

- Opportunities to make our department more diverse, equitable and inclusive:
  - Continue to promote excellent customer service
  - Pursue additional opportunities for training on the issues of sensitivity, equity and inclusion.
  - Encourage discussion amongst the team on these topics.

# Contact Information

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Monday – Thursday, 7:00 a.m. – 6:00 p.m.

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