

MAY 2022

PUBLIC WORKS SUPPORT SERVICES



THE CHASTAIN PUBLIC WORKS TEAM

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Introduction

Municipal agencies continue to face budget challenges. Budget constraints often require reduction or elimination of services provided to the community, and agencies may lack the capacity to complete needed administrative tasks.

Two areas where public works agencies often struggle are contractual oversight and completion of strategic administrative tasks. Contractual oversight can be burdensome given limited staff resources. Completing strategic administrative tasks can get lost among the basic agency responsibilities. Chastain offers agencies resources in two forms, Program Management and Administrative Support.

“Our Village was in need of assistance in reviewing permit applications for our Engineering Division. Chastain came through with an excellent staff person to provide us the professional experience we needed. This service is exactly what we needed to fill in the gap.”

- Bill McKenna, Village of Oak Park

**NOTHING DRIVES INNOVATION
QUITE LIKE CHALLENGE.**



PROGRAM MANAGEMENT

Our Program Management service provides contractual management support for your outsourced operational contracts. Examples of service contracts Chastain can manage for you include:

- Turf Management
- Street Sweeping
- Sewer Cleaning
- Snow Plowing
- Forestry
- Project Support
- Solid Waste
- Sewer Televising
- Utility Repairs
- Traffic Signal Maintenance
- Permitting

Management of these types of operation contracts can be outsourced at greater value when compared to the expense of full-time staff. The examples above do not require full-time observation, so the community pays only for the effort necessary manage the contract effectively. The cost of Program Management will vary from agency to agency and from one operation to another depending on the level of service the agency desires.

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ADMINISTRATIVE SUPPORT

Public Works Directors do not always have the time to attend to the many necessary but often overlooked administrative tasks germane to managing a professional public works operation. These tasks include:

- Standard operating procedures
- Asset management plans and programs
- Utility rate studies
- Management services audits
- Certification processes (NPDES, MS4, IMAP, ADA Transition plans)
- Levels of service/key performance indicators
- Interim Management

“Chastain has provided valuable support to my department to offset ongoing staffing challenges. Chastain’s knowledgeable and experienced staff, in the realm of local agency engineering and operational needs, have provided interim and project management support, and has been a tremendous benefit to my department.”

- Mike Hall, Village of Schaumburg



Departments in leadership transition often require interim management services. Consultants traditionally offer this service by maintaining the status quo of managing day to day processes and otherwise ensuring the department continues to operate without a detrimental effect on the organization. We believe that an opportunity exists to converge the suite of services described above with this interim operational support need. Chastain can serve in an interim capacity with these value-added services for the same or lower cost. This active service delivery will meet the immediate transitional needs of the organization while also offering a dynamic change to improve the effectiveness of the organization.

Benefits of this model of service to the municipality include:

- **Cost Control** - retaining only the quantity of services as they would like to pay for; there is no need to pay the overhead costs associated with pension and health benefits that come with a full-time public employee.
- **Time Management** - many department managers do not have time to perform this ancillary administrative work, despite the importance of having robust policies and managing asset replacement proactively.
- **Best Management Practices** - agencies looking to adopt new industry trends and embracing best management practices to improve overall efficiencies and effectiveness.
- **Leadership Support** - new public works department heads are technical experts and may have vast administrative experience but may lack the operational knowledge necessary to manage field staff. Chastain can provide transitional support with a focus on operational management.

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Effectively managing public works operational activities presents unique challenges for typical engineering consultants. Few firms possess staff experienced with public works operations. Chastain has staff with over 125 years of public works and village engineer experience. Additionally, Chastain has a team of engineers, technicians, inspectors, and administrative support to enhance public works support services.

Chastain welcomes the opportunity to meet with representatives of your agency to discuss the unique challenges your community may be facing. Together, we can develop a scope of work that will satisfy the community's needs at a lower cost and lessen the burden of full-time staff.



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