SOP FOR HANDLING 50/50 SIDEWALK PROGRAM

1) Initial request to participate in program is received by direct phone call to engineering administrator.
2) Administrator gives request to inspector.
3) Inspector goes to address and identifies sidewalk repairs that qualify for the 50/50 program and identifies the extent of repairs with white paint.
4) Inspector prepares the cost estimate and makes a drawing of the proposed sidewalk repair.
5) Inspector gives the estimate to administrator, who sends copy and letter to the constituent.
6) When office administrator receives deposit from constituent, the address is placed on pending repairs to give to our contractor. (Usually give out 5 to 10 addresses at a time).
7) Office administrator creates a PO and sends to our contractor and notifies inspector of the addresses.
8) Inspector co-ordinates with contractor and inspects the forms and subgrade for each address.
9) Inspector deals with contractor scheduling and communications with constituents.
10) Inspector inspects the finished work and ROW restoration.
11) Inspector deals with constituent complaints and or un-realistic expectations.
12) Office administrator handles payment to contractor after approval from inspector.

Estimated city staff time spent per participant = 7 to 8 hours.

SOP FOR HANDLING COST SHARING SIDEWALK REPAIR PROGRAM

1) Initial request to participate in program is received by direct phone call to engineering administrator.
2) Administrator gives request to inspector.
3) Inspector goes to address and identifies sidewalk repairs that qualify for the Cost Sharing program and identifies the extent of repairs with white paint.
4) Administrator sends letter to constituent with details of program and the amount city will contribute to the repair.
5) When sidewalk is repaired, and constituent requests payment, the work is inspected for compliance to city standards, and if ok, payment is Ok’d.
6) Administrator processes payment to constituent.

Estimated city staff time spent per participant = 2 to 3 hours
Current 50/50 Program

- Request for bids for a yearlong program *(only known variable is the budget, we don’t know the actual quantities, locations or timing)*
- Contract with low bidder
- Preconstruction meeting with low bidder
- **Then we wait** for requests from property owners to participate in the program
- We then visit the property address, investigate, and do estimate & drawing
- We then send letter and estimate to the property owner
- **Then we wait** for property owner to send in 50% payment.
- **Then we wait** to get 8 to 10 payments before processing a purchase order to contractor
- We then meet with the contractor to paint out the extents of work for each address
- **Then we wait** for the contractor to get the old sidewalks removed and new forms in place.
- We then visit the jobsites again to check the forms and subgrade.
- **Then we wait** for the contractor to complete the work.
- We then visit the jobsites again to check work and do final measurements
- **Then we wait** for contractor to send in pay request.
- We then review pay request and sign off and approve for payment

Issues with the Current 50/50 Program

- Long lead times *(which leads to frustrations from the constituents)*
- Not knowing the quantities, locations or timing makes it very hard for the contractor to plan and make money with the program. *(Most contractors will not participate in the program for two years in a row)*
- Very time consuming for city staff to administer the program.
- Very difficult to manage participant’s expectations.

Proposed Cost Sharing Sidewalk Repair Program

- Property owner requests to participate in program
- Inspector investigates site and paints out the repairs that qualify for the program.
- Letter is sent to property owner with the dollar amount that the City will contribute for the repair.
- Property owner contacts the city when repair is done
- Inspector checks to see that repairs are complete and meet City Standards
- Payment is processed to the constituent.