



Department of Public Works
Milwaukee Water Works

Ghassan Korban
Commissioner of Public Works

Preston D. Cole
Director of Operations

Carrie M. Lewis
Superintendent of Water Works

May 5, 2014

Alderman Hamilton, Chair
Judiciary & Legislation Committee
Common Council
City Hall Room 205

RE: File 140021, Communication relating to the Milwaukee Water Works' policies and procedures for the repair of roads and other public rights of way and the monitoring of roadway repairs.

Dear Chair and Members of the Committee:

Milwaukee Water Works (MWW) typically performs about 1,500 street cuts annually as part of our water distribution system maintenance and in response to water main breaks and other leaks. Prior to 2012, these excavations were backfilled and covered with temporary asphalt by MWW when the work was completed. If complaints were received that the temporary patch was not in good condition, MWW or Department of Public Works (DPW) Streets would go to the location and "touch up" the patch as needed. DPW crews would later perform permanent street restoration.

In response to a directive from Ghassan Korban, Commissioner of Public Works, Milwaukee Water Works and DPW Streets implemented a process to reduce the time lag between the actual excavation and the permanent street restoration. In addition, steps were put in place to monitor the condition of temporary patches.

This procedure includes temporary asphalt repairs for all excavations conducted in arterial streets or where immediate access is required. On residential streets, weather permitting, excavations are backfilled but not blacktopped. Barricades are placed to protect the cut locations until DPW Streets completes the permanent repair. Water Distribution completes a daily street cut list which is emailed to Streets Managers each work day. MWW Supervisors inspect each temporary patch within three to five days to ensure it is in good condition, order a "touch up" if warranted, and inspect again within 5- 10 days to ensure the permanent repair has been completed.

This spring, because of the high number of excavations (over 1,000 already in 2014), MWW has assigned three additional employees to conduct inspections of backlogged cuts. Any defects noted are corrected. In response to the Committee's concerns, MWW has implemented daily inspections of cuts on arterial streets. Permanent restoration is well underway by Streets crews.



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It is MWW's goal to minimize our work's impact on traffic while providing safe passage for vehicles and pedestrians by diligently monitoring our street cuts and working toward continual process improvement of our repair procedures. The Commissioner of Public Works demands that we strive for excellent service, both in terms of our routine maintenance activities, emergency repairs and in our follow-up once repairs are completed.

Very truly yours,

A handwritten signature in cursive script that reads "C. Lewis".

Carrie M. Lewis, Superintendent
Milwaukee Water Works

CL: vlw

C: Ghassan Korban, Commissioner