

# FY-2021 2nd Quarter Report

PUBLIC WORKS DIVISION/JACQUE BOYLE

**Public Works currently includes the following areas/departments:**

**Public Works** – Automotive, Facilities, Wells/Septic, Utilities, Custodial, Groundskeeping/Parks, Indian Preference

**Community Development Area** – Engineering, Zoning, GIS/Planning, Tribal Transportation

**Comprehensive Housing** – Income based and general rentals, Rent-to-own, Residential leasing, home ownership mortgages, HBO sites, HUD Housing Development, CARES and ARPA HUD funding plans and implementation

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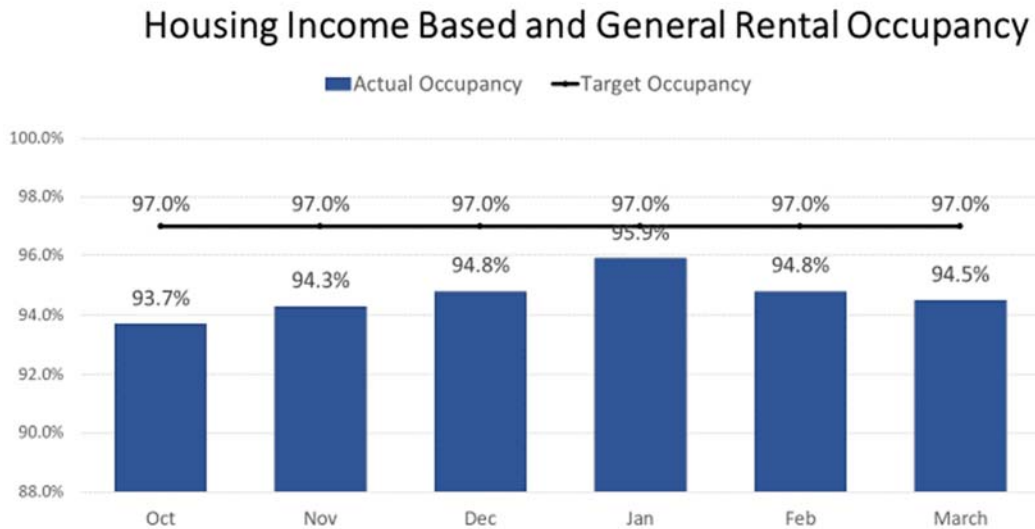
## Outcome/Goal # 1

Improve Monthly Occupancy Rate of Oneida Housing Rental Units, which includes 341 income based units and 102 general rentals for a total of 443 rental units.

MEASUREMENT: Occupancy Rate = Number of Occupied Units/Number of Total Units.

The goal is to have a 97% monthly occupancy rate which is 13 vacant units at any given time. The graph indicates the occupancy rate for October 2020 through March 2021. For a reference point, the occupancy rate for May 2020 was 91.8%, which means that we have been headed in the right direction. Many variables impact the occupancy rate including the size of the unit, condition of the unit, reason it was vacated, material availability, and the number of units vacated in any given month.

## HOUSING INCOME BASED AND GENERAL RENTAL OCCUPANCY RATES



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### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Additional staff have been assigned to work on vacant rental units, inspection process of vacant units is improving, occupancy rates and vacant unit information is tracked and reviewed each month to monitor progress and address any issues related to completion. In May 2020 there were 36 vacant rental units as compared to 24 vacant units in March 2021.

### EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Increase monthly occupancy rate of rental units
  - MS2 and CCS Property Services have met with Housing to develop plan on addressing the scope of work, estimates, and remodeling of the units that will require extreme rehab. Crews have been reorganized to focus on the vacant units.
- Implement a turnaround grading system (duration of time unit is vacant)
- Establish standardized report on vacant homes including plans and status
  - Various reports are being reviewed including inventory report, vacancy reports, completed units report, and move in report to prepare a standardized consolidated report addressing vacancies.
- Identify funding for loan programs to be re-established for home/land purchases and home improvement
  - Two BC resolutions have addressed this by using The Economic and Community Development fund to reacquire homes, fund HIP purchases, perform demos to create HBO lots, and provide funding for home improvement necessary to advertise for resale

HOW HAS THE COVID-19 PANDEMIC IMPACTED THE OUTCOME/GOAL:

Covid continues to play a role in the delay of turning units due to the long lead times of appliances, lumber and various other materials and supplies. In addition, the costs of materials and appliances are increasing.

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Outcome/Goal # 2

Expand the use of technology to enhance our existing capabilities throughout the Division along with optimizing the use of limited resources.

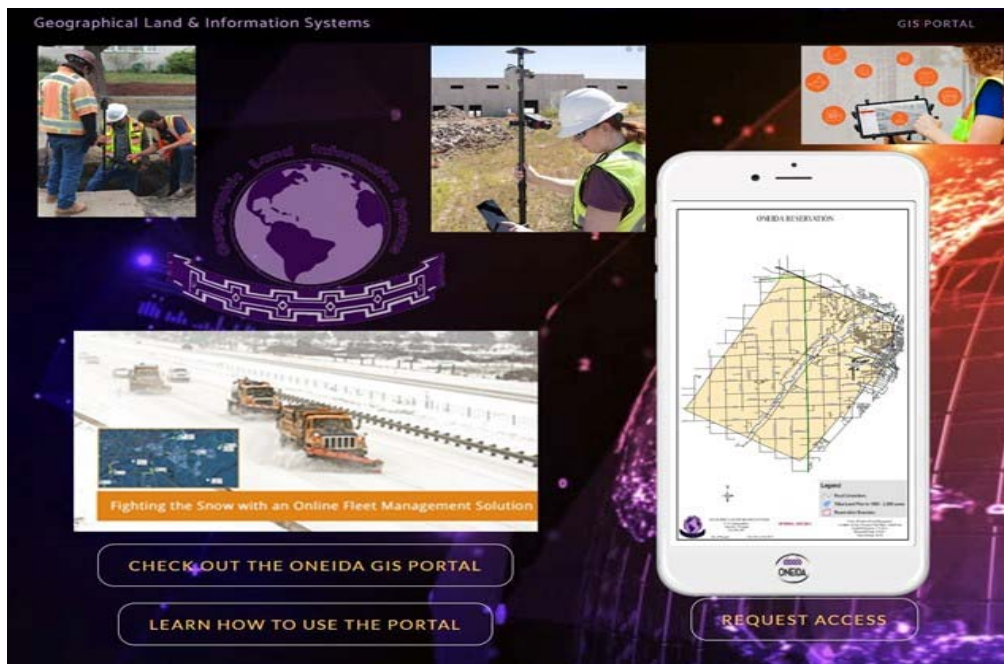
For example, utilize our current GIS System to be more connected, expand access to data and mapping for informed Planning and Zoning decisions, utilize for departmental metrics, and improve collaboration with fewer available staff throughout the Divisions.

MEASUREMENT:

1. The number of new GIS related capabilities accessed by Oneida Nation Personnel
  - a. Housing is working with MIS to obtain network connectivity to the Warehouse. This will allow for the maintenance personnel to use a Kronos clock instead of manually recorded time cards that have to be entered into the system each week. It will also create access to the workorder system for the Maintenance Supervisors to aid in the planning of work assignments and scheduling of workorders.
  - b. The Utilities Department had 32 transactions through their online payment module 1<sup>st</sup> quarter and it has increased to 154 transactions in 2<sup>nd</sup> quarter. We expect this to keep increasing as customers become more familiar with it. This saves on manually processing payments.
2. The number of personnel who have training and access to the GIS data
  - a. Groundskeeping employee with landscaping architecture degree and interest in utilizing and developing skills is working within the GIS area to learn and assist with GIS requests.
3. The number of GPS systems installed in Oneida Nation vehicles
  - a. Due to limited funding, the only vehicles with this equipment installed to date are the large dump trucks. This equipment was purchased through the Tribal Transportation roads budget.
4. Use of power apps to automate record keeping and reporting
  - a. Housing, Land, Environmental, MIS, and Community Development are working on the NEPA process flow as it is being implemented in an electronic format. This will allow for monitoring the approvals, reduce paper transactions, and streamline the overall process.
5. Track utilization of automated equipment such as mower and custodial equipment

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The GIS area has initiated the digital transformation of work process flow and document handling to leverage technology to accomplish more with less staff available. The GIS system is currently being prepared by our internal MIS resources to become external to our Oneida Nation internal domain users and available for Oneida Nation employees to securely connect with the dataset from a mobile device. This means fewer trips back to the office for field staff to review internal mapping and other existing GIS datasets. They will soon be available on any mobile device whose user has been granted the security rights to connect to the GIS data. Technicians who are working out in the field collecting data, can easily capture and update existing GIS data from remote locations. Additionally, this will allow us to connect vehicles, other equipment and people with mobile devices – to improve efficiency and optimize Divisional work performance with fewer resources.



EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Employee Development in the use of technology and software applications
- Increased efficiency in the performance of job functions
- Advanced tracking, data analysis, and reporting capabilities
- Improved Customer Service

HOW HAS THE COVID-19 PANDEMIC IMPACTED THE OUTCOME/GOAL:

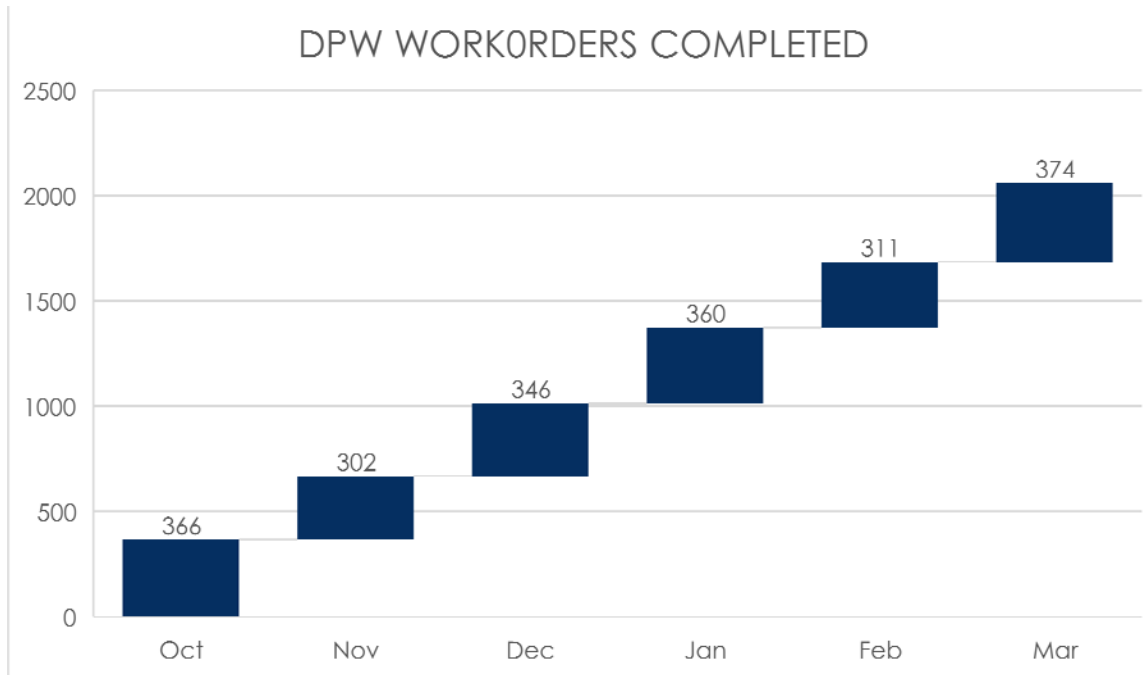
Covid-19 quickly advanced the research and use of technology to do more with less. Current jobs require new skill sets in the use of technology and automated systems to achieve higher performance levels.

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### Outcome/Goal # 3

Maintain and increase the overall value of the Oneida Nation infrastructure

MEASUREMENT: The number of Building and Maintenance Projects completed compared to the budgeted projects and the number of on-demand and preventive maintenance work orders completed.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Even with reduced staffing levels, the various departments are maintaining systems and completing projects in their respective areas according to plans and budgets that were developed for this year. It has become necessary to contract out some of the services that we may have been able to provide previously, but this decision is evaluated based on schedules, cost effectiveness, and competing work demands. A few of the larger projects that have been completed or are currently in progress include: Provide new electrical service to the bridge lights, Replace Skenandoah roof top units, Transitional Homeless shelter (HVAC, Electrical, and Plumbing Departments are performing various aspects of the work), Install new electrical service at Mission Park, HVAC upgrade at Community Education Center, Continue replacing fluorescent fixtures throughout the buildings with LED flat panel fixtures (energy savings, do not require bulb replacements, do not collect flies), Boiler Replacements at the Turtle school (BIA funded), and installation of new Generator at the Health Center.

#### EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

There is a focus on maintaining and upgrading water and wastewater equipment for reliability and energy efficiency. Several Capex projects have been recently completed and/or are in progress at the Waste water treatment facility. These included replacing variable frequency drives, adding back-up generator to No. 1 lift station, and replacing the Headworks HVAC system. Also there is a project funded through IHS to address maintenance and repairs needed to the community sewer system. There is a list of other major projects that we did not receive funding through IHS as anticipated and will be submitting those through the ARPA funding process as they should easily qualify based on the criteria to address infrastructure.

#### HOW HAS THE COVID-19 PANDEMIC IMPACTED THE OUTCOME/GOAL:

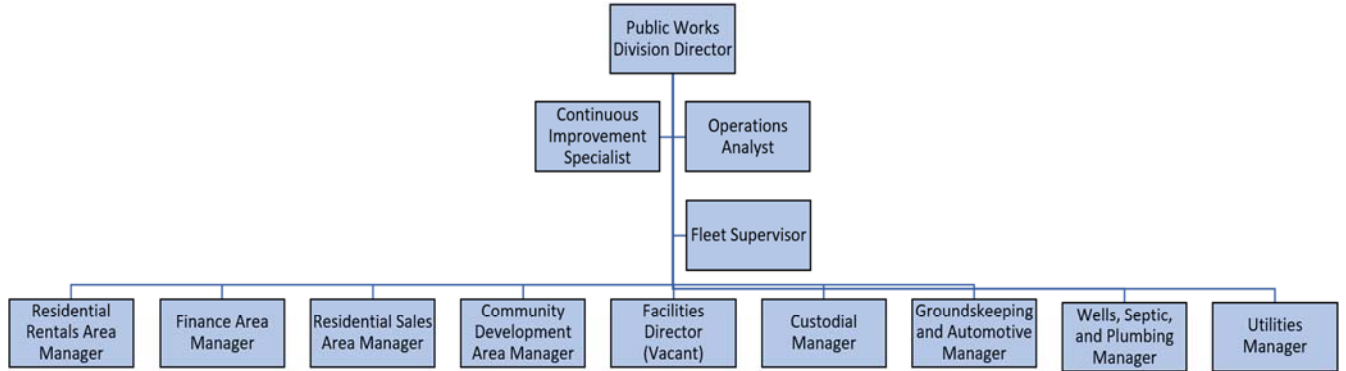
The maintenance crews priorities were changed to performing work that improved engineering controls to address Covid such as switching the type of HVAC filters, adjusting building air exchanges, installing ionization units, making plexiglass barriers, running electrical for temperature kiosks, minimizing the purchase of new materials and supplies, and assisting other areas that were short staffed.

### **Organization Changes**

The organizational changes that occurred within the Public Works Division during Covid, included the following departments and/or functions being added to the Division: Comprehensive Housing, Engineering, Zoning, Planning, GIS, Tribal Transportation Program, Indian Preference, and Parks.

There were 70 employees that were initially placed on furlough or layoff within the Division. There were also transfers, retirements, and recently vacated positions before and during Covid that were not filled. As of the end of September, all HUD funded positions have returned to work and custodial positions have returned as needed to meet the operational requirements and Covid related duties.

## Public Works Division Organizational Chart



### Contact Info

CONTACT: Jacque Boyle  
TITLE: Public Works Director  
PHONE NUMBER: (920) 562-4655  
E-MAIL: [jboyle@oneidanation.org](mailto:jboyle@oneidanation.org)  
MAIN WEBSITE: [oneida-nsn.gov](http://oneida-nsn.gov)