

Public Works Office Various Services

Annual Report 2019



Public Health Complaints and Abandoned Property Work Orders

As of this date, the Department of Public Works has abated 199 work orders for public health complaints and abandoned property maintenance.



Emergency Board-ups

As of this date, the Department of Public Works has responded to 14 requests to board-up abandoned or fire damaged homes.



Work Order Billing for Public Health Complaints, Abandoned Property Maintenance, and Emergency Board-ups

As of this date, the Department of Public Works has billed \$164,861.68 on manpower, equipment, and materials in liens for these requests.



Street Lighting

As of this date, the Department of Public Works has responded to 13 requests for additional street lighting. After investigating and researching, 12 requests were denied and one was approved.

The Department of Public Works conducted a comprehensive review of all street lighting during the first quarter of 2019. All outages and on/off lights were reported to PSE&G. As of this date, 393 street lights have been reported to PSE&G for repair, which includes all outages reported by citizens after the review was completed.



Sidewalk Violations

As of this date, the Department of Public Works has issued 44 violation notices for sidewalks in disrepair.



Illegal Dumping

As of this date, the Department of Public Works has responded to 42 instances of illegal dumping in various neighborhoods and locations.



Miscellaneous Citizen Requests and Suggestions

The Department of Public Works responded to various resident-generated issues throughout the course of 2019. Some examples include: requests for roadways to be reconstructed and efficiencies for programs such as fall leaf collection and snow removal.

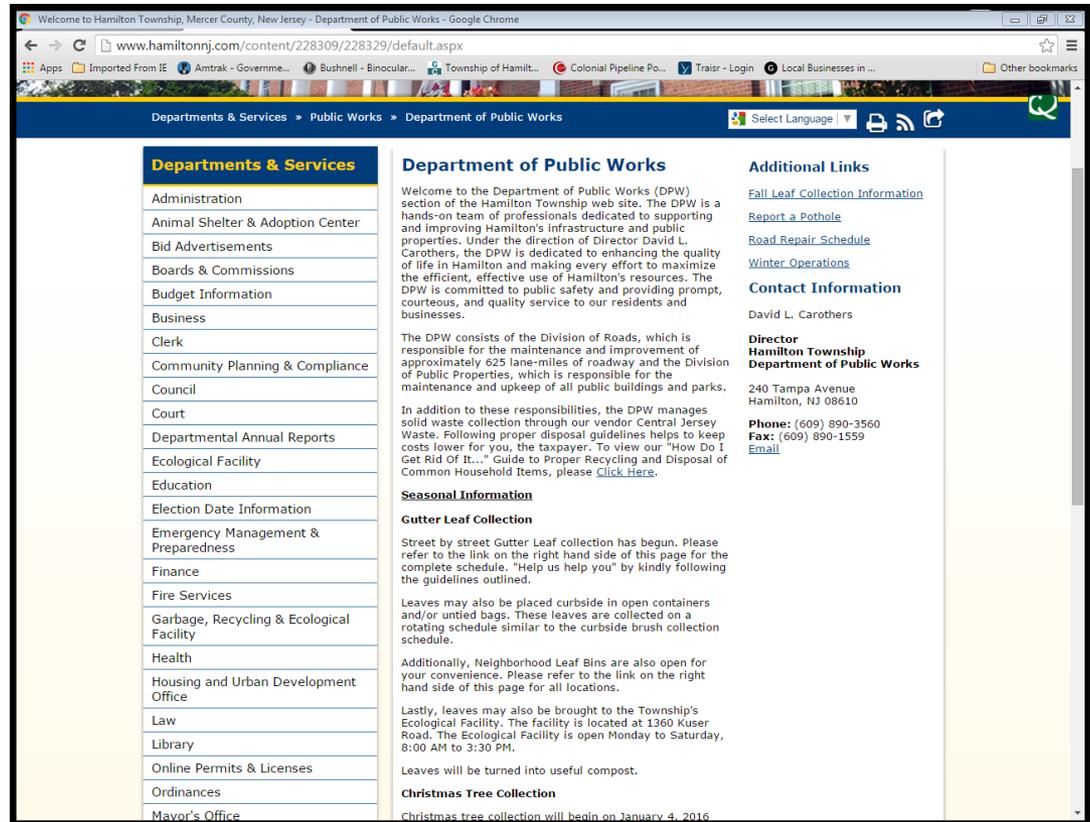
Each issue is researched, reviewed, and/or investigated, and an answer is provided to the resident in as timely a manner as possible.



Website Maintenance

Recently, the Township of Hamilton launched a redesigned website. Since the launch, the Department of Public Works has worked to improve the features and functions on its various pages and links. Dedicated urls were created for fall leaf collection and proper trash and recycling disposal. Additional pages were created to provide information on the Division of Roads, the Division of Public Properties, pothole reporting, and winter operations.

Throughout 2019, improvements were made to reflect additional or improved services offered. For example, the “How Do I Get Rid Of It...” section of the website was updated to include concise descriptions for frequently asked questions, as well making the same changes to the version distributed with the municipal calendar. Additional changes were made to the Road Repair page to simplify navigation and sorting.



Q-Alert Citizen Service Request Program

As of this date, the Department of Public Works has responded to 12,498 Q-Alert citizen service requests. These requests include services such as: pothole repairs, brush collection, and electronics and appliance recycling.

The screenshot shows a web browser window displaying the Hamilton Township Citizen Service Request form. The browser address bar shows the URL: www.hamiltonnj.com/content/228311/230011/default.aspx. The page title is "Welcome to Hamilton Township, Mercer County, New Jersey - Submit a Service Request - Google Chrome".

The page has a blue header with the text "Let Us Help You" and "Submit a Service Request". Below the header, there is a navigation menu with the following items:

- Online Payments
- Submit a Service Request
- Search Our Knowledgebase

The main content area is titled "Citizen Service Requests". It contains an "IMPORTANT NOTE" and a "Submit a new Service Request" section.

IMPORTANT NOTE: We are able to provide you with updates and answers for your service request via e-mail; however, you MUST provide us with your e-mail address and click on the link "Click here to configure your notification preferences" found at the bottom of the "1. Personal Info, Tell Us About Yourself" page. Make sure you check the "Email" box and select OK.

Service requests submitted through this system are for **non-emergency** issues and are **not** monitored on a 24 hour a day basis.

In an **emergency** situation, **DIAL 9-1-1**

Also, after you enter in the location of the issue on the next page (Page 2), please hit the "Enter" key to allow our system to automatically pin the proper location of the issue and to properly populate our system. Thank you!

Submit a new Service Request

1. Personal Info
2. Where and What
3. Details
4. Confirm

Tell Us About Yourself

Email Address

First Name* Last Name*

Street Address* Need a second line?

City* State* Zip*

Phone + Ext

Notify me by

Email at ie. name@example.com