**SIMPLE PROCEDURES**
Set it and Forget it…kind-of

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**Have you ever heard:**
- What should we bring?
- How do you wanna fix that?
- Mr. Smith called, I told him you’d be back later.
- Well we figured we’d wait to hear back from you.
- What do you want me to do now?
- We couldn’t reach you, so we just went back to the shop.
- Well, we’ve always done it that way…

**How much time do you have?**
Consider the things you must personally direct…let the rest be guided by…

Simple Procedures!!

**Informal Procedures:** They exist due to past practice and repetition…
"that’s the way we’ve always done it…"

**Formal Procedures:** Written & officially adopted by leaders
"this is the way we will do it…unless otherwise directed"

**ACTIVE CONTROL**
Highway Superintendent Business
- Politics & Dealing with Other Agencies
- Budget & Purchasing
- Priorities of Work & Planning
- Serious Incidents & Events
- Special Conditions & Supervision

Crew and Staff Business
- Equipment Prep & Operator Maintenance
- Information Gathering & Reporting
- Task Preparation and Basic Methodology
- Routine Events and Maintenance
- When do we call the Super…

**Middle zone - A little of Both**

**PROCEDURAL CONTROL**

**What makes a good Formal Procedure?**
- Start by thinking of the purpose of the procedure
- Keep it simple and flexible when necessary
- Be specific to who, what, when, where, how…and why
- Repeatable most of the time, with variation by exception
- Include key areas where Active Control is needed…ie…contact the Superintendent when X, Y or Z occurs
When should I implement a Formal Procedure?
- Use for recurring and routine business
- Use for information gathering...we hate paperwork, but forms are great for this.
- Use for control of high risk and critical activities...i.e...safety risk, monetary risk, political risk.
- Use when the Informal Procedure is screwed up
- Use when you find yourself repeating the same directions to your crew for the same types of work

Examples of Formal Procedures
- Highway Complaint/Work Request (form)
- Incident Report (form)
- Typical Work zone Set-ups
- Task Specific Procedures (equipment & method)
  - Tree Down
  - Mailbox Strike
  - Plugged Culvert
  - Pothole
  - Road Kill

Examples of Formal Procedures
- Non-Highway Work
- Services to Other Governments
- Purchasing Procedures
- Personnel Actions / New Employee Processing
- Highway Permits
  - New Driveway
  - Posted Road
  - Utility Work

Other Tips for Developing Procedures
- Draft with crew input...give them some ownership
- Review procedures on a periodic basis
  - Is this procedure working well? If not, what should we modify?
  - Are there exceptions we should account for?
  - Have we informally tweaked this already?
- Post them where they can be found and referred to as needed
- Remember...Procedures take time to formalize, but save your time for your critical duties.

AVAILABLE RESOURCES
- NYSAOTSOH
- Local Town Highway Superintendents Association
- County Superintendent/Commissioner of Highways
- Local NYSDOT Resident Engineer
- Cornell Local Roads Program+++(These guys are good!)
  If its good...copy it!

What are your QUESTIONS??
THANK YOU!

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