

Cattaraugus County Department of Public Works

Background

Cattaraugus County is located in upstate New York, approximately 50 miles south of Buffalo and 20 miles east of Lake Erie. On average, they get over 100 inches of snow a year. Keeping the roads salted and safe is a major job. Road salt is stored throughout the County in a series of steel-framed, fabric-covered structures, purchased over the years from a variety of manufacturers. Finding a single source for maintenance and repairs has thus been difficult. Some of the structures needed major repairs caused by manufacturers defects that the manufacturers themselves were reluctant to take responsibility for.

Solution

The County eventually came in contact with Signature Structures. While a manufacturer ourselves, Signature's core business is the inspection, maintenance and repair of fabric structures regardless of manufacturer or warrantee status. Over a period of several years, Signature has performed critical inspection and maintenance services for several different structures in the County, and has assisted the County in coordinating needed repairs with the original manufacturer to preserve warrantee.

Details

Originally, Signature provided standard inspection, maintenance and repair services to two separate structures— ensuring the ongoing safety and longevity of each building and preparing reports detailing the condition of the structures and providing a blueprint for future maintenance and refurbishment to aid the County in future planning and budgeting. In the winter of 2016, however, the County ran into much more serious problems with a salt dome located in the Town of Randolph— many parts of the steel system that supported the endwalls had corroded dangerously and a roof truss critical to the overall stability of the structure had been bent when installed and needed to be replaced immediately. Signature dispatched expert technicians to the site and over a week they replaced all of the corroded parts and the bent truss member and returned the facility to like new condition as well inspecting the rest of the structure to ensure there would be no further issues. Signature coordinated with the original manufacturer to procure OEM parts that ensured the manufacturer's warrantee was intact.

Customer Appreciation

Through our performance, the County has grown comfortable with Signature as their go-to supplier for maintenance services for all of their salt domes. Signature looks forward to a long working relationship with Cattaraugus County. Please call or email us if you have any questions, 610.882.9030 or info@signaturestructures.net

