

# City of La Quinta

TO: Honorable Mayor and Members of the City Council

FROM: Timothy R. Jonasson, P.E., Public Works Director/City Engineer

DATE: February 17, 2015

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR JANUARY 2015

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1. For the month of January 2015, the total for all maintenance expenditures recorded in GORquest was \$77,339.27, with street sweeping, maintenance yard, irrigation work, and debris removal being among the highest tasks in terms of cost. Public Works maintenance workers recorded 1,312 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 1).

The maintenance yard task was significant in January and represents all of the work City crews have done to prepare the City lot on Avenida La Fonda for the La Quinta Arts Festival. Specifically, the preparation included fencing, cable placement, clearing, grubbing, tree removal, grading, and gravel placement.

2. Residents continue to submit Customer Satisfaction Surveys through the GORquest system. The Public Works Department received five surveys in the month of January 2015, with residents commenting on how staff handled reported issues. Employees were rated on their effectiveness, response time, and courtesy. A summary of responses is provided below and detailed surveys are provided as Attachment 2:

- 60% of respondents rated Employee Courtesy as "Superior" or "Good"
- 100% of respondents rated Response Times as "Superior" or "Good"
- 60% of respondents indicated "Exceeded" or "Met" under Expectations Met

- 60% of respondents rated Employee Effectiveness as “Average” or higher

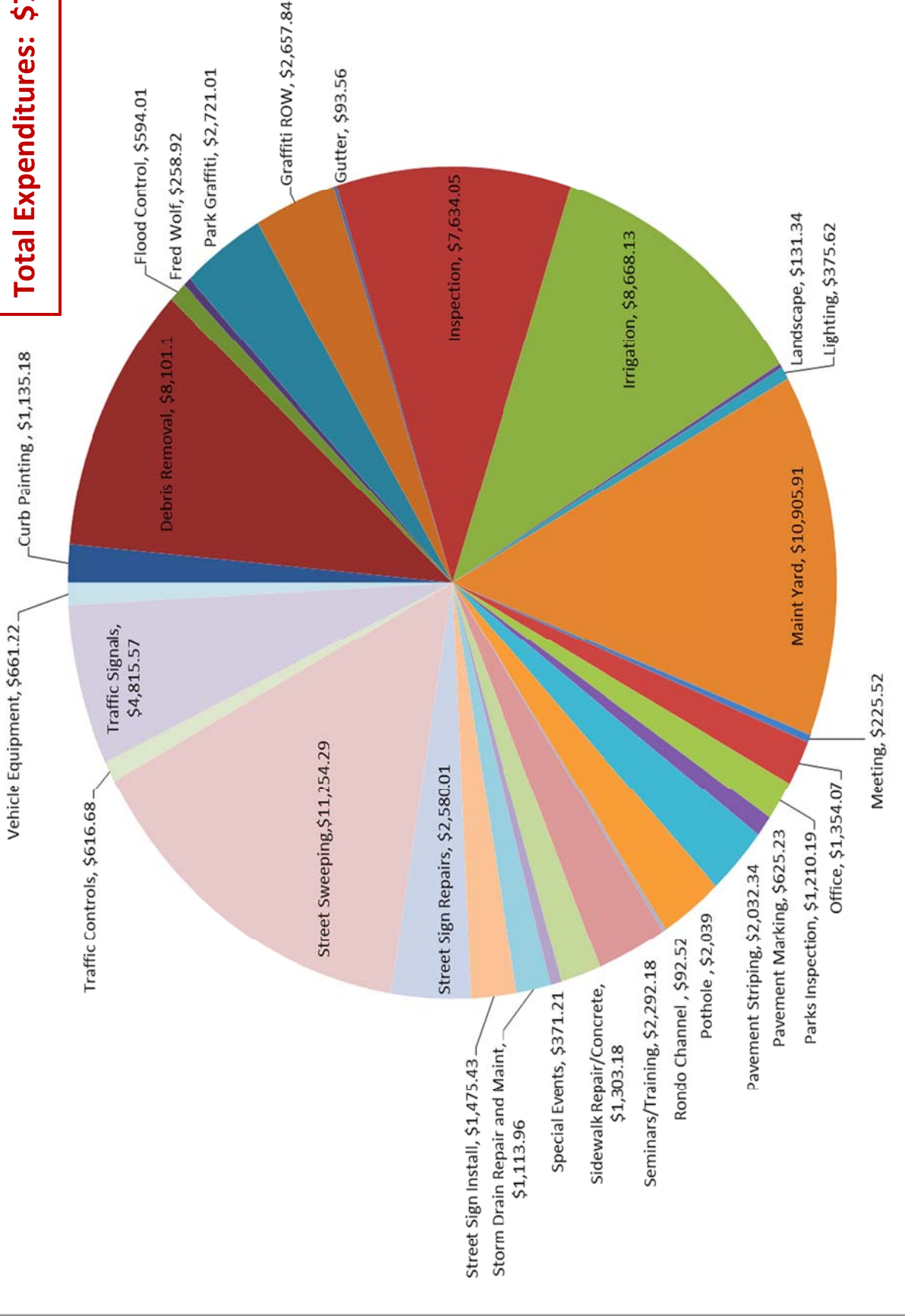
Surveys also include positive feedback from residents, such as commending the City for “...the speed in which you fix [pot holes]. It is wonderful!”

3. Since the grand opening of the La Quinta Wellness Center, the contractor has been completing punch list items prior to formal acceptance of the facility.
4. The La Quinta Retirement Community on Seeley Drive (The Palms at La Quinta) is now open and tenants have begun to move in. The grading of Phase 2 has been partially completed and foundation work for the new building has begun.
5. The on-site grading operations for the Century Theatre project have been completed. Crews are currently constructing the building foundations and slab. The project is located at the corner of Washington Street and Avenue 47.
6. On-site water, sewer, and storm drain construction continue at The Signature project located at Avenue 54 and Jefferson Street (inside of the PGA West development). The contractor has also begun the turn pocket modifications for the project entrance on PGA Boulevard.
7. On-site construction of homes continues at Andalusia, located on Madison Street between Avenue 58 and Avenue 60.
8. On-site construction of homes continues at Griffin Ranch, located on Madison Street and Avenue 54.
9. On-site construction of homes continues at Darby Estates, located on Darby Road.
10. A catch basin and storm drain pipe have been installed on Lake Cahuilla Road at the Quarry Maintenance Yard by The Quarry.

- Attachments:
1. Maintenance Expenditures by Task for January 2015
  2. Customer Satisfaction Survey Details for January 2015

# Maintenance Expenditures by Task January 2015

**Total Expenditures: \$77,339.27**





## Customer Satisfaction Survey Details 01/01/2015 to 01/31/2015

Request: 12005	Survey Entered: 01-13-2015 Request Entered: 12/16/2014 Closed: 01/06/2015 Days Open: 21 Topic: Street Sweeping - 1025
Employee: James Lindsey	Customer: Dori Quill
Description:	I live in the Yucatan Cove where the sweeping is supposed to be on Thurs and I just watched the sweeper go by WAY TOO FAST on Tues. when all the trash cans were out. He needs to slow down to do the job properly! The curbs and turn outs on Eisenhower all around the lower cove and park are a mess. Does he even do the turn lane sections? Also, is there a plan to sweep the concrete parts of the street islands? Many of the decorative red bricks are filthy with sand in the cracks and old gum on the busy intersections. Thank you
Reason Closed:	The regular sweeping scheduled for the Yucatan Cove is on Thursday. Due to the Holidays the regular sweeping schedule was missed. The street sweeper operator was reminded of the required sweeping speed to do the job properly. The curbs and turn outs on Eisenhower all around the lower cove and park were swept by hand brooms on 1/6/15. The turn lane sections are also swept by CVAG. The City will plan and schedule to sweep the concrete parts of the street islands and the decorative red bricks. Swept by hand work done
Employee Effectiveness:	Poor
Response Times:	Average
Employee Courtesies:	Average
Expectations Met:	Below
Comments:	They said that the turnouts were hand swept on 1/6 but you need only look at them on Eisenhower around Tampico to see that they weren't. They are still very dirty. I have asked for the sweeper to go slower twice now. It is not effective when he drives too fast.
Request: 12229	Survey Entered: 01-15-2015 Request Entered: 01/07/2015 Closed: 01/08/2015 Days Open: 1 Topic: Pothole or Street Repair - 1001
Employee: James Lindsey	Customer: Ed Paul
Description:	Please forward this request to street maintenance..... There are 4 pot holes on Monroe Street, about 6/10 of a mile south of Avenue 60. On the West side of the street. While their, perhaps a look across the street on the east side, as there are several "cracks" in the pavement, and are noticeable. Perhaps these should be fixed as well. I have lived here for several years, and this section of Monroe street seems to have new potholes every year. Perhaps it is time to repave this section of Monroe street. Thank you for your consideration
Reason Closed:	Patched potholes
Employee Effectiveness:	N/A
Response Times:	Superior
Employee Courtesies:	N/A
Expectations Met:	Exceeded
Comments:	I wish to commend the City of La Quinta at the speed of which you fix potholls. It is wonderful! I moved from Los Angeles.... and months and months passed before potholls were fixed. Thank you
Request: 12348	Survey Entered: 01-24-2015 Request Entered: 01/15/2015 Closed: 01/15/2015 Days Open: 0 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Mark Johnson
Description:	This is LQ L&L District. Continual water waste. Over irrigation going on sidewalks and down the gutter. Miles & Seeley.
Reason Closed:	Job done.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesies:	Superior
Expectations Met:	Met
Comments:	Over irrigation on sidewalk has been eliminated. Thanks.

Request: 12395	Survey Entered: 01-31-2015 Request Entered: 01/16/2015 Closed: 01/21/2015 Days Open: 5 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Mark Johnson
Description:	LQ L&L District. Subdivision Entrance Sign area has missing plants, irrigation leaks causing sand, etc to flow over sidewalk. Not a very pretty site.
Reason Closed:	Repaired irrigation and cleaned up debris
Employee Effectiveness:	Average
Response Times:	Average
Employee Courtesies:	Average
Expectations Met:	Below
Comments:	Some items were cleaned up but this planter has very few plants and many irrigation bubblers resulting in washouts and poor aesthetics.

Request: 12407	Survey Entered: 01-29-2015 Request Entered: 01/20/2015 Closed: 01/21/2015 Days Open: 1 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Rick Morelli
Description:	Since last Friday broken tile-like debris on bike lane eastbound on Ave 52 near entrance to Rancho Santana. Some are chunks. Can't bike safely on that stretch of 52 Regards. Rick Morelli
Reason Closed:	Removed debris from bike lane, work done
Employee Effectiveness:	Good
Response Times:	Superior
Employee Courtesies:	N/A
Expectations Met:	Met
Comments:	I noticed that some of the debris was deposited in the landscaped area adjacent to the bike lane - larger chunks of the broken tile... My issue: that area is maintained by the Rancho Santana HOA and NOT the City of La Quinta... A convenient way to remove debris from the bike lane?? I hope not... Rick Morelli