

# 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: January 21, 2014

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR DECEMBER 2013

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1. For the month of December 2013, the total for all maintenance expenditures was \$75,510.67 with street sweeping, graffiti removal, debris removal, and irrigation/landscape work being among the highest tasks in terms of cost. Public Works maintenance workers recorded nearly 1,300 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 1).
2. The City's GOREquest/GOEnforce system has been live for nearly one year, and was implemented to facilitate reporting of issues such as graffiti, potholes, traffic signal malfunctions, code compliance, and animal control. Citizen response has been growing via both the GOREquest/GOEnforce application ("app") for smart phones and the City's government website. A sampling of data is provided below and represents a four-month period of data analysis from September 1, 2013 to December 31, 2013:
  - **How Requests Are Reported** – The City generated 1,046 total requests from September 1 to December 31. Attachment 2 shows the internal use of the program by Public Works staff versus how residents are accessing the system to make their requests: 65 percent of the requests are by maintenance staff; 14 percent are using the website; 13 percent are using iPhone or Android; and a minimal amount is using email. Residents' total usage of GOREquest/GOEnforce by the web or app this period was 353 requests, which equates to an estimated 196 users.
  - **Requests Closed On-Time** – Attachment 3 indicates the percentage of requests that are closed on time (i.e., within the window staff has

committed to take care of and close a particular request). Community Services is leading with 100 percent of their requests closed on time, followed by Community Development at 84 percent and Public Works at 80 percent.

- **Requests Closed On-Time by Department Public Works** – Attachment 4 provides more detail on the Public Work requests that are closed on time. Requests resolved within the promised timeframe 100 percent of the time, include: dust control; street sign installations curb painting; and repairs to streets, sidewalks, and storm drains. Those that need the most improvement are: traffic signals, graffiti in parks, and other requests where residents select “Cannot Find My Issue.”
  - **Customer Satisfaction Survey Results** – GOResult/GOEnforce automatically surveys users about their experience when using the system. Attachment 5 summarizes results from 37 surveys that were filled out from September to December:
    - 79 percent of the surveys rated employee effectiveness as “superior” or “good”
    - 78 percent rated employee response time as “superior” or “good”
    - 87 percent rated employee courtesy as “superior” or “good”
    - 78 percent indicated their expectations were met or “exceeded”
3. Staff continues to field phone calls and respond to emails about a possible assessment district(s) in north La Quinta. Since the spring of 2013, staff has hosted over one dozen workshops with residents to gauge their interest in improving and/or enhancing the common area landscaping of their neighborhoods. The landscaping is currently maintained by the City at the City’s expense. Before any recommendations are made to Council regarding an assessment district, staff will be mailing an informational packet (including a survey) to approximately 1,600 homeowners in north La Quinta. **If returned surveys indicate enough interest and support exist, staff will schedule an item for a Council meeting in late February or March 2014 for consideration of proceeding with an assessment district ballot.**
  4. Granite Construction, the contractor for the Adams Street Bridge Improvement project, has completed construction of the bridge. Staff is currently preparing to close out the project, including resolving final claims and liquidated damages issues with Arch Insurance.
  5. Work on the Miscellaneous Americans with Disabilities Act Improvement project is now complete. The work included upgrades to the following City facilities: La Quinta Park, Civic Center Park, and La Quinta Library.

Improvements included: installing park benches and compliant drinking fountains; constructing wing walls to protect water fountains; mounting compliant signage on buildings; and installing and/or adjusting restroom and door accessories. The project is going to City Council for acceptance on January 21, 2014.

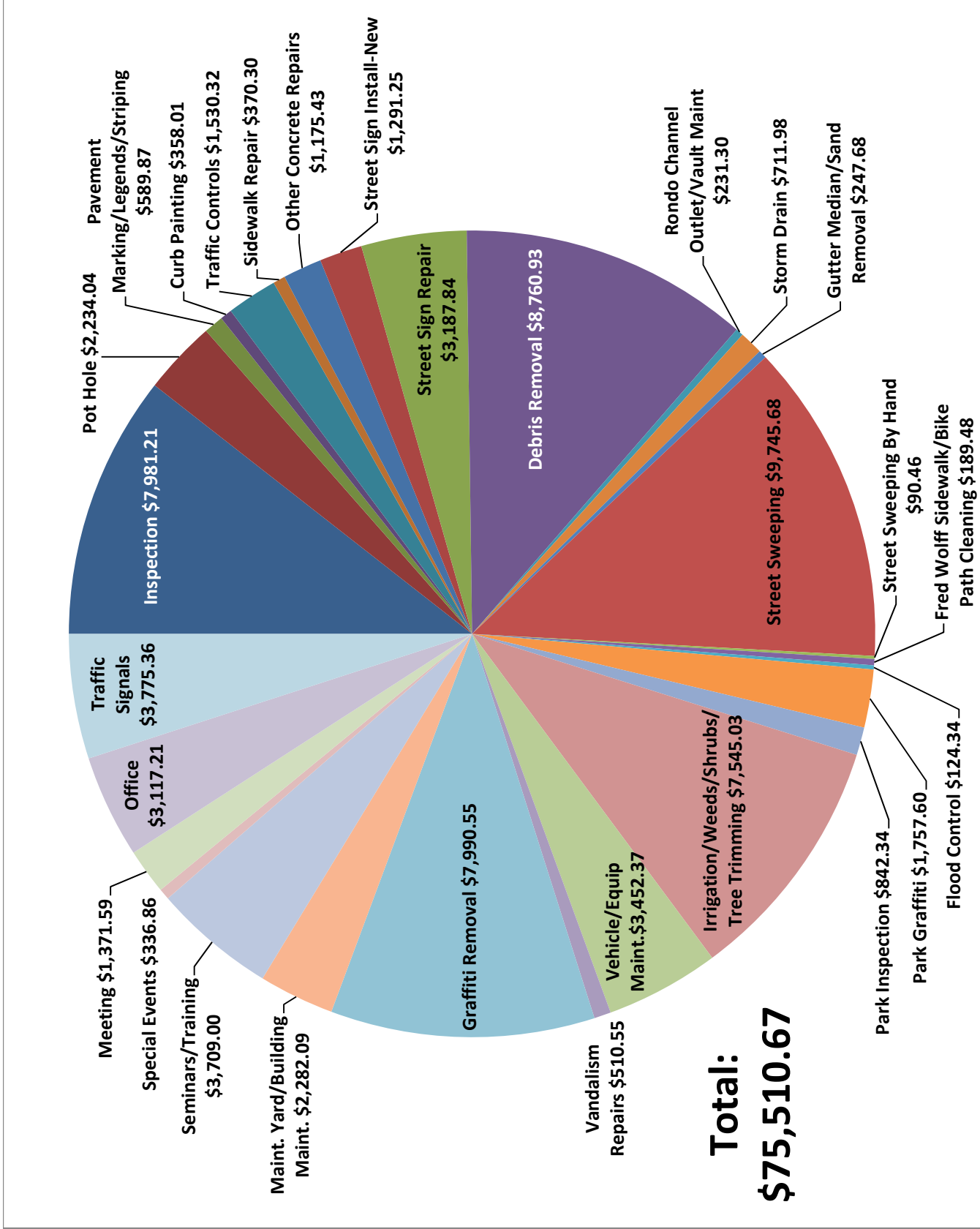
6. The Washington Street and Highway 111 Intersection Improvement project is substantially complete. The contractor is completing the traffic signal wiring. Acceptance of this project will be brought before City Council for consideration in February 2014.
7. Construction of the Fred Waring Drive Widening project started in early January 2014. The project is being led by the County of Riverside, but will involve work on the La Quinta side of the street between Adams Street and Dune Palms Road.

Attachments:

1. Total Maintenance Cost pie chart
2. How Requests Are Reported
3. Reports Closed On-Time
4. Reports Closed On-Time Department Public Works
5. Customer Satisfaction Survey Results



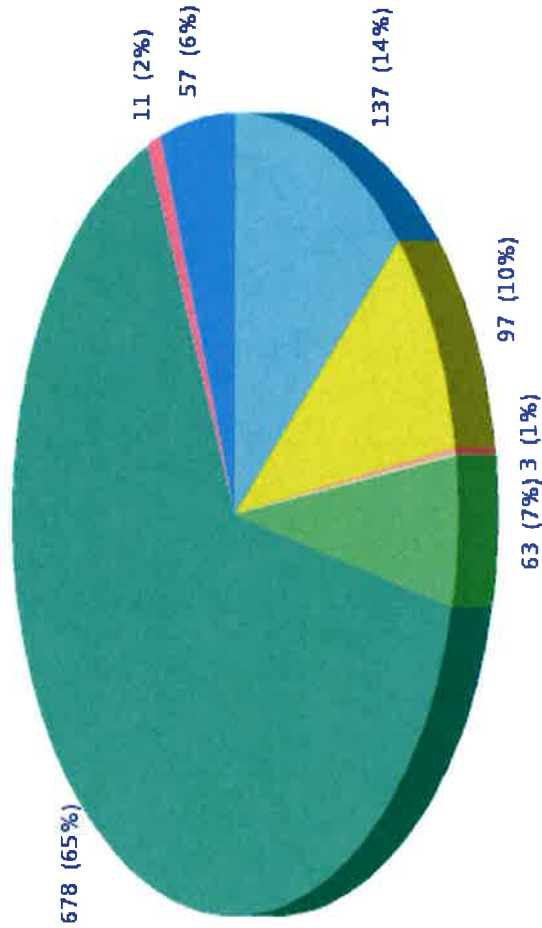
# Total Maintenance Cost





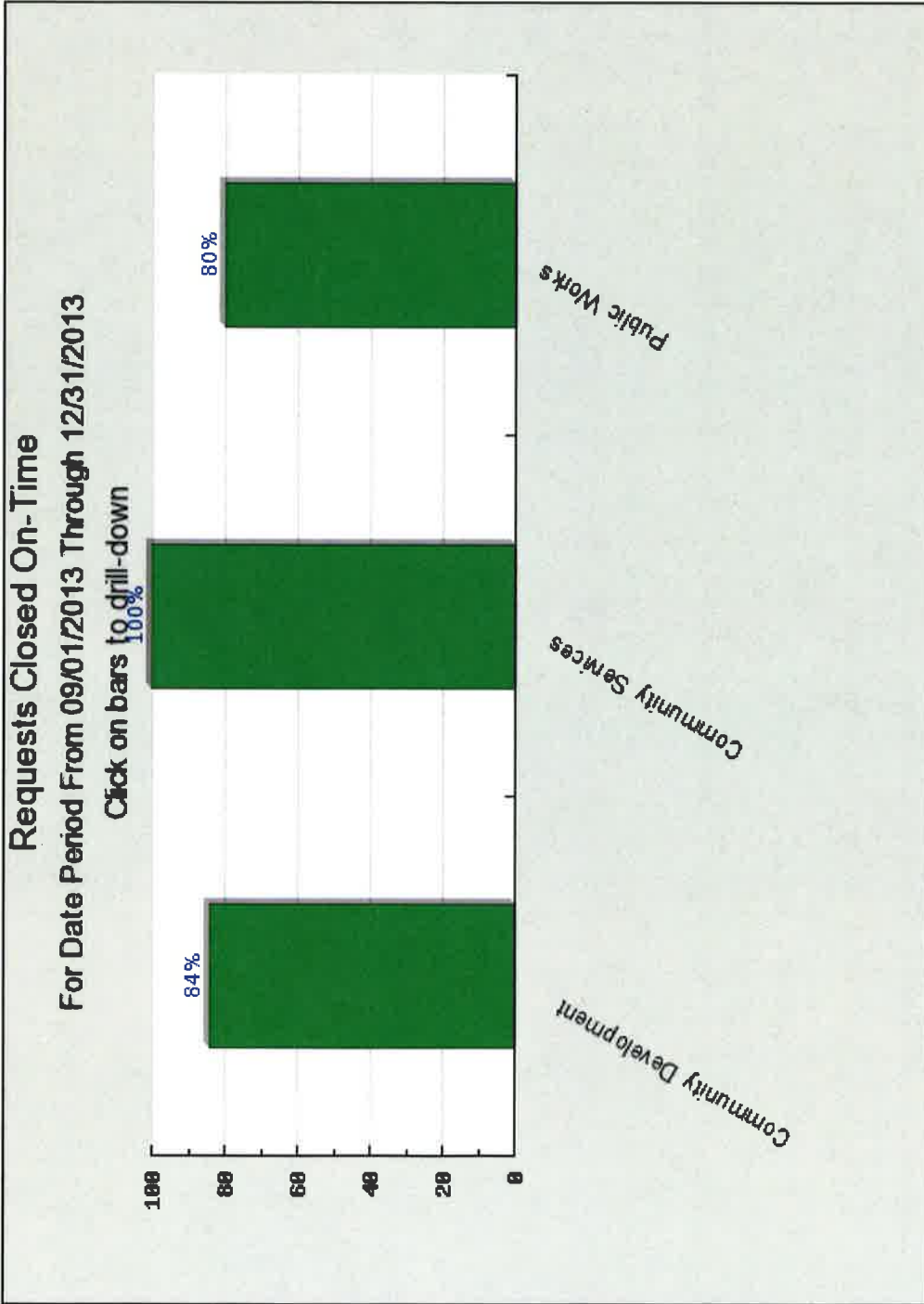
# How Requests Are Reported

For Date Period From 09/01/2013 Through 12/31/2013



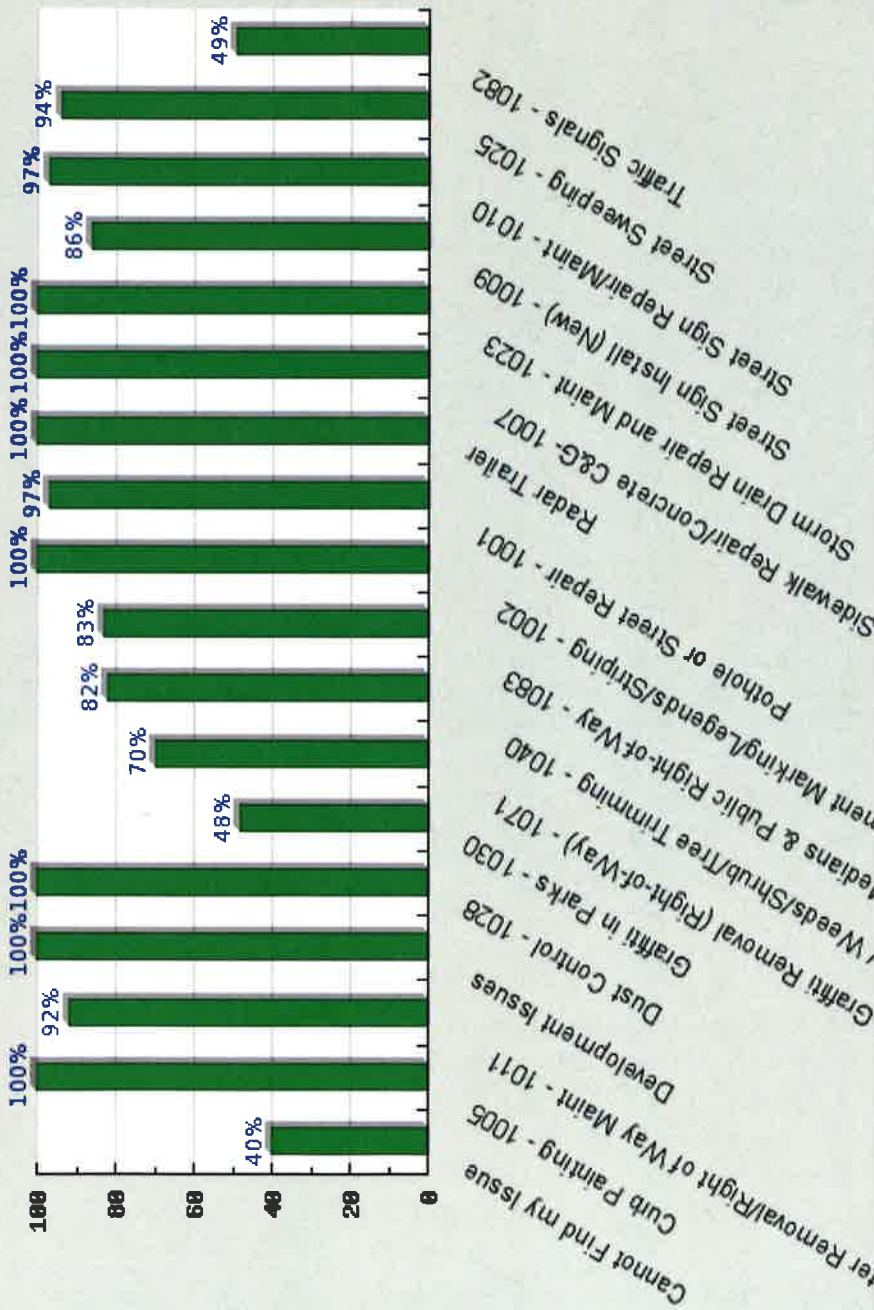








### Requests Closed On-Time - Department Public Works For Date Period From 09/01/2013 Through 12/31/2013

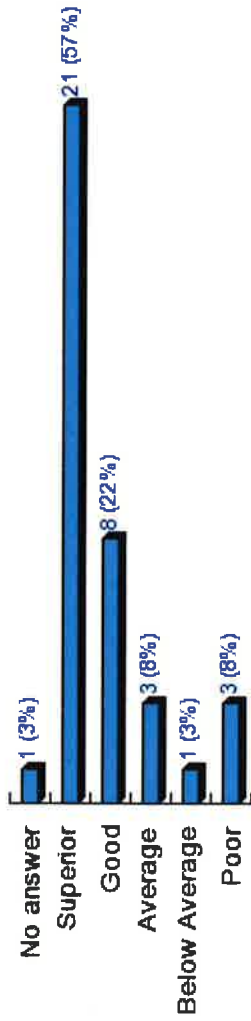




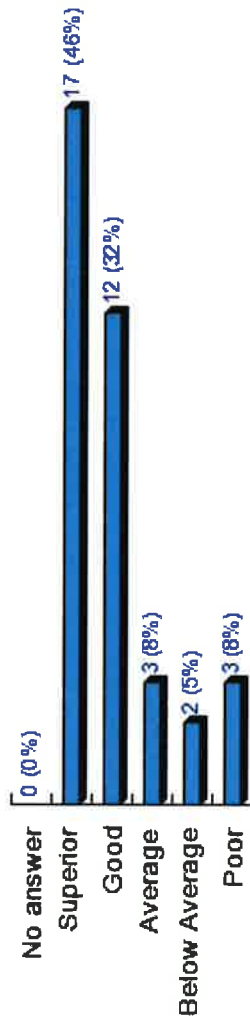
**Customer Satisfaction Survey Results  
For Date Period From 09/01/2013 Through 12/31/2013**

37 Surveys filled out this time period. 304 Requests closed this time period with 100 surveys sent.

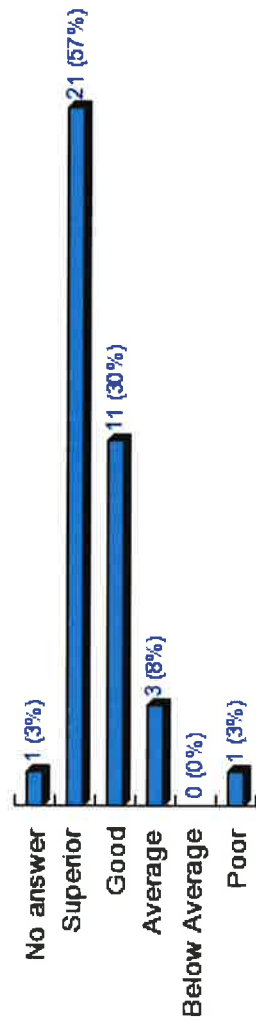
**Employee Effectiveness**



**Time to Respond**



**Employee Courtesy**



### Expectations Met

