

# 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: September 16, 2014

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR JULY AND AUGUST 2014

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1. Preliminary data indicates that the storm of September 8 was a 700-year storm in certain areas of La Quinta. Although numerous streets in the City were closed due to flooding, by 10:00 p.m. that day most of them had been reopened except for Eisenhower Drive at Avenue 50 and Avenue 50 between Washington Street and Park Avenue. Crews worked around the clock to clear sand and debris to ensure the safety of residents. The damage was extensive and is still being assessed. The City is retaining private contractors to assist City crews with the clean-up efforts. The City is also teaming up with Burrtec to locate waste dumpsters in neighborhoods that suffered flood damage.
2. The strong winds of August 21 impacted over 15 areas within the City. Maintenance crews responded quickly and efficiently the same day and continued cleanup efforts for several days thereafter. Over two dozen incidents were addressed involving blown-over trees, fallen branches, broken sprinklers, and scattered debris. It was a coordinated effort by City crews, the City's landscape contractor, and private landscapers of impacted communities such as The Tradition.
3. For the month of July, the total for all maintenance expenditures recorded in GORrequest was \$99,707.05 with street sweeping, irrigation work, storm drains, park inspections, debris removal, and street sign repairs being among the highest tasks in terms of cost. Public Works maintenance workers recorded over 1,500 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 1).
4. For the month of August, the total for all maintenance expenditures recorded in GORrequest was \$81,502.41 with street sweeping, debris removal, irrigation

work, and sign installations being among the highest tasks in terms of cost. Public Works maintenance workers recorded over 1,400 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 2).

5. Residents continue to submit Customer Satisfaction Surveys through the GOREquest system. Public Works received seven surveys in the months of July and August, with residents commenting on staff's effectiveness relative to handling reported issues (most rate staff as "superior" and "good"). The surveys are provided as Attachment 3 and include positive comments such as the one below:

*"You were fabulous! I reported that sticky icky sap on the sidewalk and you cleaned it within a day or two! So quick! Thank you so much for all your great work in La Quinta! It shows you take care of our city! Thanks!"*

6. The County's Fred Waring Drive widening project between Adams Street and Port Maria Road has been completed with the exception of punch list items. Fred Waring Drive is now three lanes in each direction.
7. The contractor for the La Quinta Wellness Center project is remodeling the interior of the building, has completed pouring the concrete slab, and is currently framing the exterior walls of the new addition. The contractor is also coordinating with Imperial Irrigation District for the removal and replacement of the existing electrical transformer and panel. The Center is closed and will remain closed for the remainder of construction. The project is scheduled to be completed by early 2015.
8. The Phase 2 Miscellaneous Public Facilities Americans with Disabilities Act Improvements Project is complete.
9. The Pavement Management Street Improvements Project was completed and a final inspection walk-through was conducted on August 26.
10. A contract has been issued for the La Quinta Museum Americans with Disabilities Act Improvements. A preconstruction meeting took place on September 4.
11. A contract has been issued for the Fiscal Year 2014/2015 Slurry Seal Project and a preconstruction meeting will be scheduled for next week.
12. The Coachella Valley Water District's (CVWD's) All American Canal Relocation Project at SilverRock Golf Course was close to completion when it received major damage during the September 8 storm. Most of the damage occurred on the west side away from the Palmer Course. CVWD's contractor is making the repairs to the damaged sections in addition to completing the remaining work,

which includes constructing a large retaining wall to protect the canal from future mountain runoff.

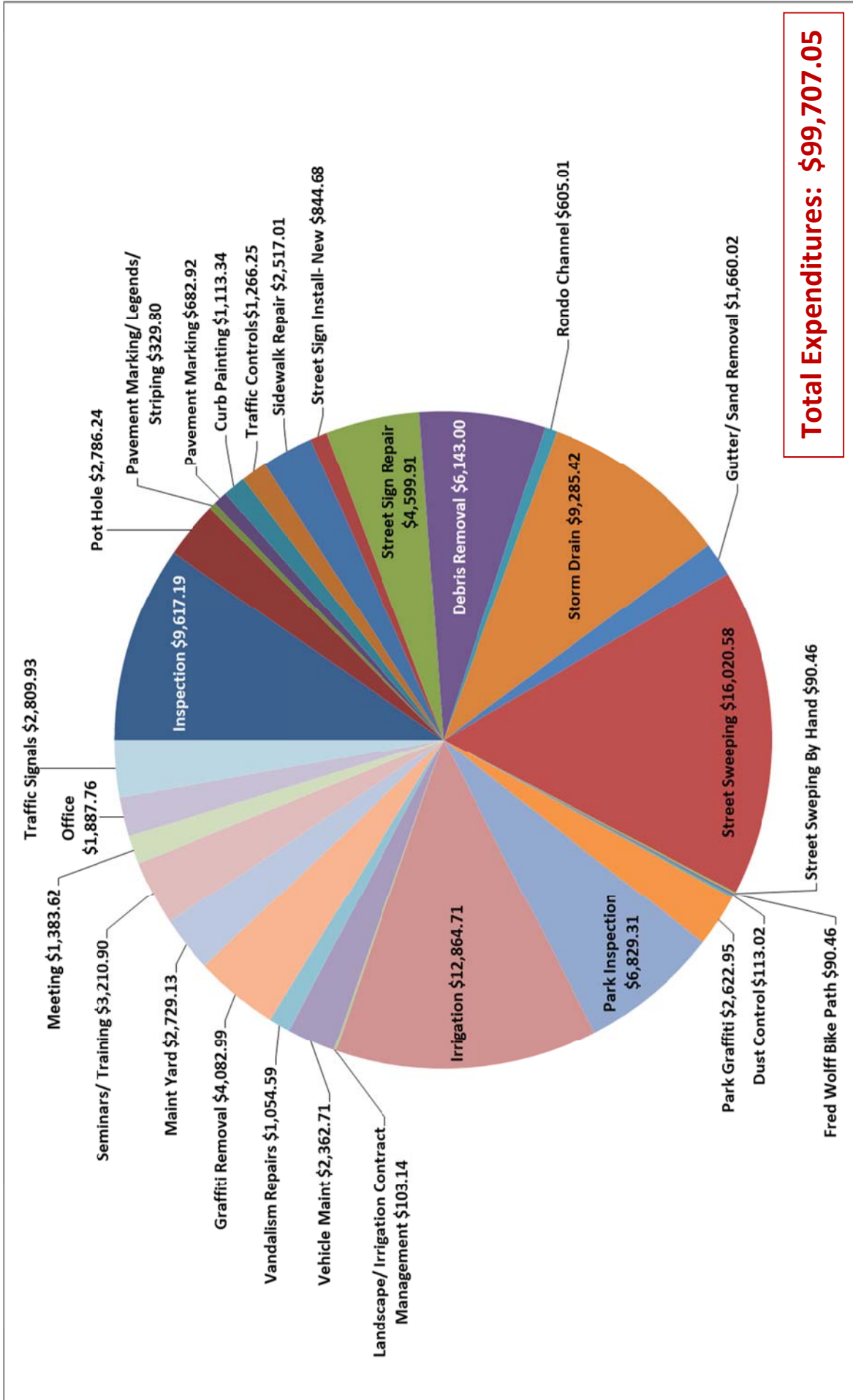
13. The contractor for the SilverRock Golf Course Restoration Project continues to strip turf, rebuild bunkers, reshape tee and greens areas, and modify irrigation as needed as a result of the All American Canal Relocation Project. The September 8 storm slowed work this week as much of the new sod was not in place yet to protect the newly shaped fairways. However, the project is still scheduled to be completed by early October.

Attachments:

1. Total Maintenance Cost for July 2014 pie chart
2. Total Maintenance Cost for August 2014 pie chart
3. GORrequest surveys for July and August 2014

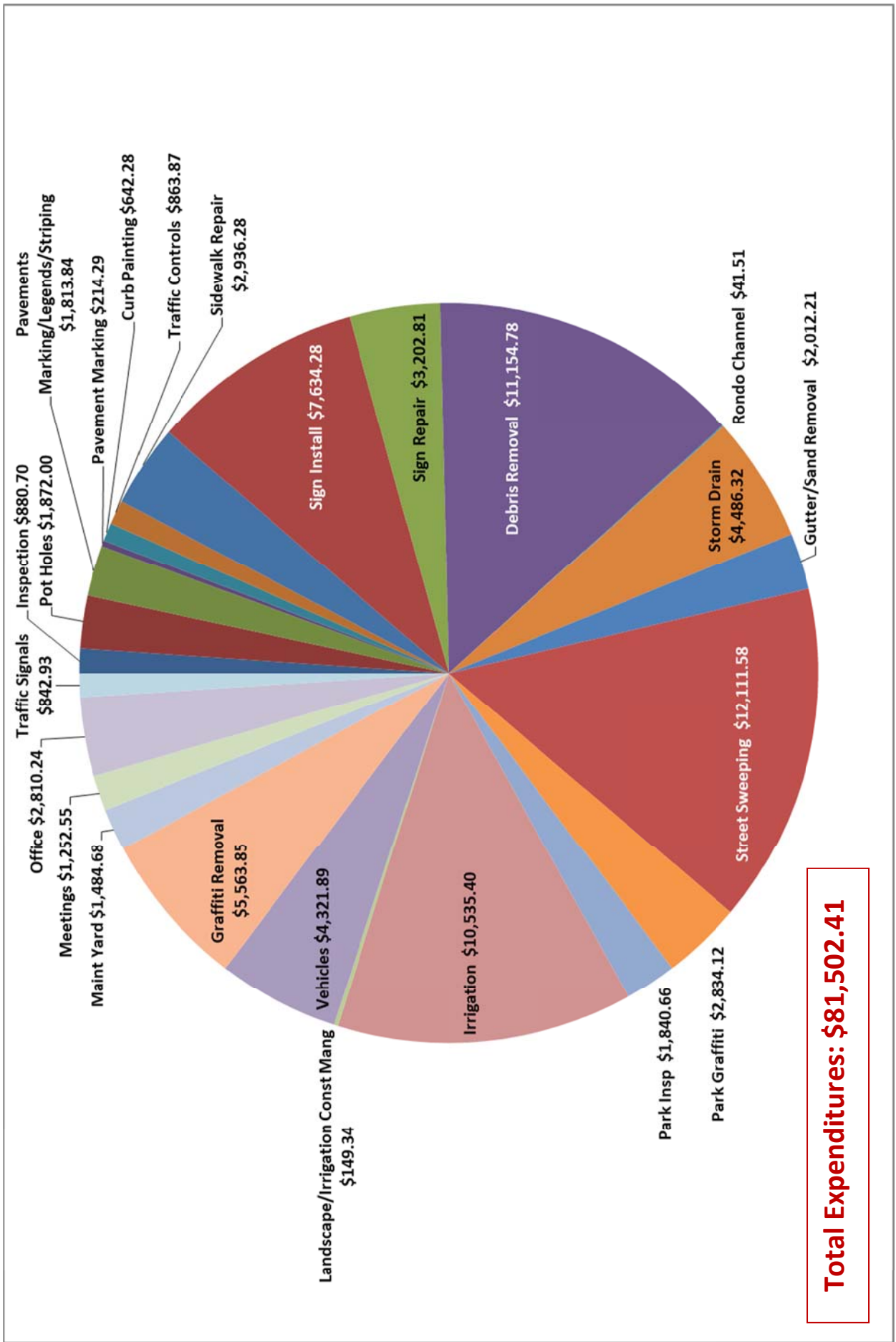


# Total Maintenance Cost July 2014





# Total Maintenance Cost August 2014







**Public Works  
Customer Satisfaction Survey Details  
07/01/2014 to 08/31/2014**

<b>Request: 9550</b>	Survey Entered: 07-09-2014 Request Entered: 07/02/2014 Closed: 07/02/2014 Days Open: 0 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Elizabeth Panni
Description:	Huge broken branch off tree at cul de sac on Carranza. Not sure if it's city problem. tree belongs to the maint. dept. they trimmed the tree up and did an excellent job.
Reason Closed:	completed
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded

<b>Request: 9592</b>	Survey Entered: 07-14-2014 Request Entered: 07/02/2014 Closed: 07/07/2014 Days Open: 5 Topic: Graffiti Removal (Right-of-Way) - 1071
Employee: James Lindsey	Customer: Cindy Klinger
Description:	I will paint over if provided paint or told what to use
Reason Closed:	completed
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded

<b>Request: 9819</b>	Survey Entered: 07-29-2014 Request Entered: 07/17/2014 Closed: 07/21/2014 Days Open: 4 Topic: Graffiti Removal (Right-of-Way) - 1071
Employee: James Lindsey	Customer: Mirna Hernandez
Description:	Our security patrol reported to us this afternoon, that someone has marked the wall with graffiti at the corner of Ave 60th and Monroe Street, please schedule maintenance removal. Thank you, Mirna Hernandez
Reason Closed:	Work done
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Good
Expectations Met:	Met

<b>Request: 9860</b>	Survey Entered: 07-29-2014 Request Entered: 07/20/2014 Closed: 07/22/2014 Days Open: 2 Topic: Pavement Marking/Legends/Striping - 1002
Employee: James Lindsey	Customer: Carol Smith
Description:	Hi, I live up in the La Quinta Cove, I was wondering if you could tell me if the the white cement street signs with street names are the original, and if so, how old are the they? They add to the charm here in the cove, Thank You Carol
Reason Closed:	Returned call to Ms. Smith and informed her that the sign were place by the County prior to 1982.
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Good
Expectations Met:	Met
Comments:	Didn't really know the information that I was interested in, but no big deal, it wasn't anything of real importance that I needed to know.

<b>Request: 10121</b>	Survey Entered: 08-08-2014 Request Entered: 07/31/2014 Closed: 08/01/2014 Days Open: 1 Topic: Traffic Signals - 1082
Employee: Kris Gunterson	Customer: Mark Woods
Description:	For the past couple of weeks the light is red for traffic on ave 50 when there is zero cross traffic. It use to allow through traffic on ave 50.
Reason Closed:	Road construction has remove the vehicle detection on the NB movement. Because of this the signal is recalling that direction continuously. We do not have a specific date as to when they will be replacing the vehicle detection. We hope it will be within the next week or so.
Employee Effectiveness:	Good
Response Times:	Superior
Employee Courtesy:	Good
Expectations Met:	Met
Comments:	The site was user friendly. Like it. The answer I received from my question wasn't detailed enough. It just said "construction". No defined time line.

<b>Request: 10221</b>	Survey Entered: 08-18-2014 Request Entered: 08/07/2014 Closed: 08/11/2014 Days Open: 4 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Elizabeth Panni
Description:	Sprinklers seem stuck ON. Lits of pooling water just at the start of path off Tampico.
Reason Closed:	Job done.:Repaired irrigation valve
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Good
Expectations Met:	Met

<b>Request: 10244</b>	Survey Entered: 08-19-2014 Request Entered: 08/07/2014 Closed: 08/12/2014 Days Open: 5 Topic: Sidewalk Repair/Concrete C&G- 1007
Employee: James Lindsey	Customer: Suzanne Carlson
Description:	There is sap all over the sidewalk. really sticky and icky.
Reason Closed:	Removed sap on the sidewalk
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	You were fabulous! I reported that sticky icky sap on the sidewalk and you cleaned it within a day or two! So quick! Thank you so much for all your great work in La Quinta! It shows you take care of our city! Thanks!