

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: November 18, 2014

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR OCTOBER 2014

- 1. Staff is advising the La Quinta community of the Federal Emergency Management Agency's (FEMA) release of revised flood insurance maps. These maps are important because they show areas in La Quinta that are designated as being within 100-year and 500-year floodplains. Homeowners within the 100-year floodplain may be required to carry flood insurance by their mortgage company. And, normally, flood insurance is optional for homeowners with homes within the 500-year floodplain. Staff is getting the word out via the City's website, Facebook, a press release, and email. Comments are due to FEMA by November 30, 2014.
- 2. The City turned in its National Pollutant Discharge Elimination System Annual Report to Riverside County for inclusion in the report that goes to the Regional Water Quality Control Board in January 2015. The report catalogs the inspection of construction and private development projects as well as industrial and commercial sites within the City that fall under the Regional Board's jurisdiction. The report also lists any illicit discharges during the past year and documents staff training in water quality.
- 3. The Southern California Chapter of the American Public Works Association announced that the City will be receiving an award for its Student Outreach Program. The Public Works Department will be recognized for winning a "2014 Public Works Awareness" award at the Association's Annual Awards Luncheon taking place December 11, 2014 in Lakewood, California. A total of 15 students from various Coachella Valley high schools completed the program with 25 to 30 hours of volunteer service and instruction in the public works field.
- 4. For the month of October 2014, the total for all maintenance expenditures recorded in GORequest was \$87,910 with debris removal, traffic signals, and

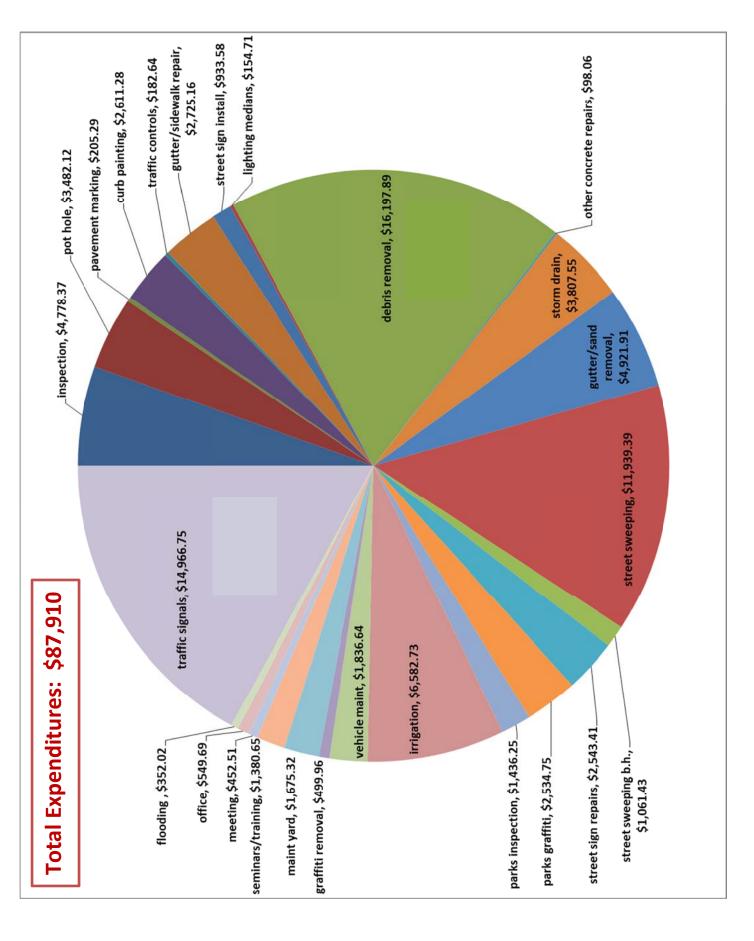
street sweeping being among the highest tasks in terms of cost. Public Works maintenance workers recorded 1,011 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 1).

- 5. Residents continue to submit Customer Satisfaction Surveys through the GORequest system. The City received 16 surveys in the month of October 2014, with residents commenting on how staff handled reported issues. Employees were rated "superior" or "good" by 75 percent of respondents for Employee Effectiveness, Time to Respond, and Employee Courtesy; and 69 percent of respondents indicated "Exceeded" or "Met" under "Expectations Met" (Attachment 2). Some of the positive comments staff received via the individual surveys are highlighted below:
 - "User friendly app!"
 - "I appreciated the prompt response and the empathy to our circumstances."
 - "I am totally amazed how fast this request was completed. Wow...it was fixed the next day! Great service. Thanks."
 - "It is brilliant. All cities should use this app."
 - "This was my first time...the response was far quicker than I expected..."
- 6. The contractor for the La Quinta Wellness Center project is remodeling the interior of the building. The Center is closed and will remain closed for the remainder of construction. The project is scheduled to be completed by early 2015.

Attachments:

- 1. Total Maintenance Cost for October 2014 pie chart
- 2. GOReguest surveys for October 2014

Total Maintenance Costs October 2014



DEPARTMENT REPORT: 5

ATTACHMENT 2

Customer Satisfaction Survey Results

For Date Period From 10/01/2014 Through P673 P2014 ENT REPORT: 5

