



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 20, 2015

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR DECEMBER 2014

1. For the month of December 2014, the total for all maintenance expenditures recorded in GOREquest was \$64,079, with debris removal, street sweeping, traffic signals, pothole/street repair, and graffiti removal being among the highest tasks in terms of cost. Public Works maintenance workers recorded 1,197 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 1).
2. Residents continue to submit Customer Satisfaction Surveys through the GOREquest system. The Public Works Department received five surveys in the month of December 2014, 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:
 - 100% of respondents rated Employee Courtesy as "Superior" or "Good"
 - 100% of respondents rated Response Times as "Superior" or "Good"
 - 100% of respondents indicated "Exceeded" or "Met" under Expectations Met
 - 100% of respondents rated Employee Effectiveness as "Superior" or "Good"

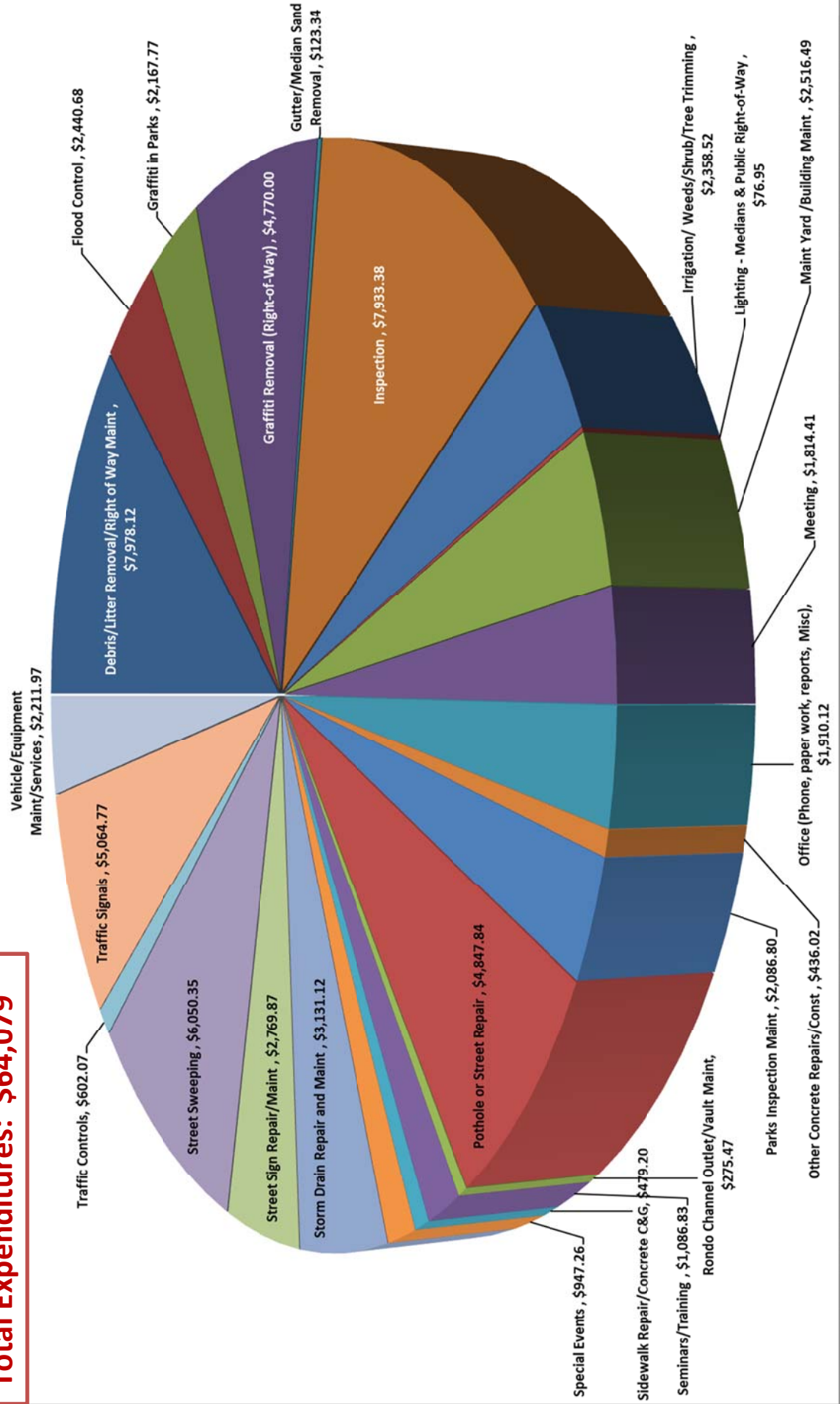
Surveys also include positive feedback from residents, expressing that staff "Amazingly over met Expectations" and "They took in my request and had this done within three days!"

3. The contractor for the La Quinta Health and Wellness Center is currently working on punch list items.
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 will commence in late January to early February after punch list items for Phase 1 are complete and the equipment has been relocated.
5. The Century Theatre Project located at Avenue 47 and Washington Street is now underway. The contractor is in the process of setting up jobsite trailers, relocating fencing, and pre-watering the site for the upcoming grading operations.
6. On-site water, sewer, and storm drain construction continue at the Signature development project located inside of the PGA West development adjacent to the Stadium Course.
7. On-site construction of homes continues at Andalusia, which is located on Madison Street between Avenue 58 and Avenue 60.
8. On-site construction of homes continues at Griffin Ranch, which is located on Madison Street and Avenue 54.

- Attachments:
1. Maintenance Expenditures by Task for December 2014
 2. Customer Satisfaction Survey Details for December 2014

Maintenance Expenditures by Task December 2014

Total Expenditures: \$64,079



Customer Satisfaction Survey Details — 12/01/2014 to 12/31/2014

Request: 11753	Survey Entered: 12-09-2014 Request Entered: 12/01/2014 Closed: 12/02/2014 Days Open: 1 Topic: Street Sweeping - 1025
Employee: James Lindsey	Customer: Dori Quill
Description:	The street sweeper does nothing but push around the dirt. The whole lower cove still has lots of gravel in the gutters from the flood and Eisenhower and other main streets gutters are a mess! Please talk to the sweeper and check the machine. The cove looks terrible!
Reason Closed:	The street sweeping machine has been checked. We spoke to the driver to make a slower pass through the area
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Good
Expectations Met:	Met
Request: 11788	Survey Entered: 12-11-2014 Request Entered: 12/02/2014 Closed: 12/03/2014 Days Open: 1 Topic: Street Sign Repair/Maint - 1010
Employee: James Lindsey	Customer: Greg Crudes
Description:	Driver ran through Jefferson St. & Ave. 52 roundabout and knocked down some traffic signs.
Reason Closed:	Work done
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	Amazingly over met my Expectations.
Request: 11966	Survey Entered: 12-31-2014 Request Entered: 12/12/2014 Closed: 12/15/2014 Days Open: 3 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Cathy
Description:	I don't think this went through the first time. I was taking a walk this AM on my street n noticed the junk in front of house 53885 Avenida Rubio. crew responded to 53885 rubio and found the furniture already removed.yes we did.
Reason Closed:	completed
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	Everything was fine. Thank you
Request: 11967	Survey Entered: 12-25-2014 Request Entered: 12/12/2014 Closed: 12/18/2014 Days Open: 6 Topic: Pothole or Street Repair - 1001
Employee: James Lindsey	Customer: Vanna Shoopman
Description:	Quality Assurance Vacation Homes reported a hole in the street adjacent to the curb/gutter. "Once again an area of the street in front of home is falling in. This time the street is cracked away. Slightly different this time but I think its caused by improper repair. Needs repaired by city before rain."
Reason Closed:	Removed curb and gutter, replaced concrete curb and asphalt, by Kribbs Construction.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	They took in my request and had this done within three days!

