



# 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: March 17, 2015

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR FEBRUARY 2015

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1. For the month of February 2015, the total for all maintenance expenditures recorded in GOREquest was \$85,281, with traffic signals, street sign installation, street sweeping, and pavement striping being among the highest tasks in terms of cost. Public Works maintenance workers recorded 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. Residents continue to submit Customer Satisfaction Surveys through the GOREquest system. The Public Works Department received five surveys in the month of February 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:
  - 75% of respondents rated Employee Courtesy as "Superior"
  - 80% of respondents rated Response Times as "Superior" or "Good"
  - 80% of respondents indicated "Exceeded" or "Met" under Expectations Met
  - 80% of respondents rated Employee Effectiveness as "Superior" or "Good"

Surveys also include positive feedback from residents, such as commending the City for "...the speed at which the issue was handled..."

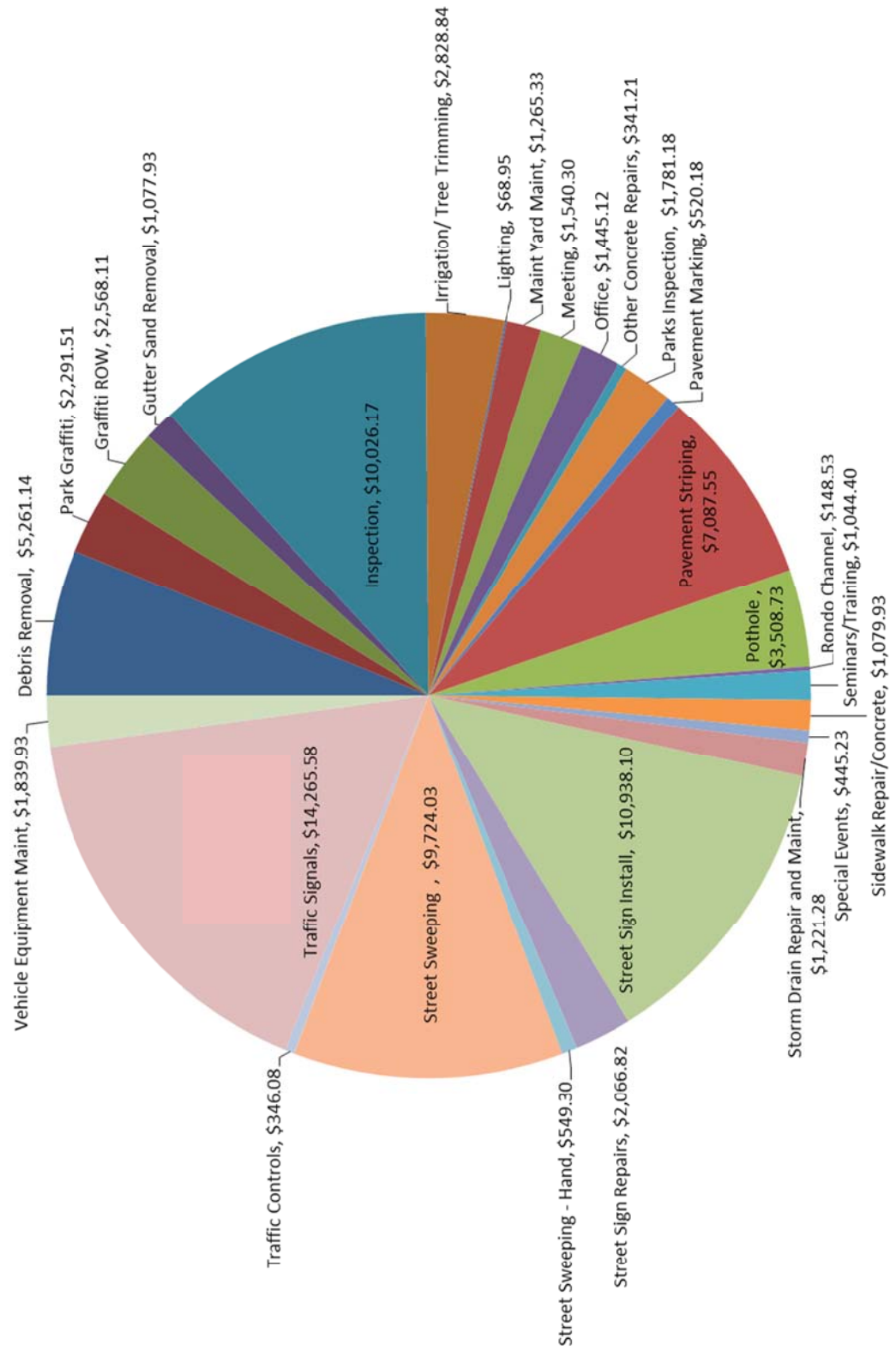
3. A pre-bid meeting for the Perimeter Landscaping of City-owned Lots was held on March 12, 2015 and bids are due on March 19, 2015.

4. The September 2014 storm damage repairs at SilverRock Golf Course are now complete.
5. The contractor for the Wellness Center is continuing to work on punch list items.
6. On-site construction continues at the Century Theatre Project, which is located at the corner of Washington Street and Avenue 47. The contractors are currently working on the theatre's foundation and exterior walls.
7. Construction of the speed tables and the removal and replacement of curb, gutter, sidewalks, and asphalt has begun on Avenida Montezuma for the Tower Market Project. Avenida Montezuma between Avenida Bermudas and Avenida Navarro will be closed from March 9 to March 27, 2015, with the closure and improvements on Avenida Navarro to follow.
8. On-site water, sewer, and storm drain construction continue at the Signature Project located within the PGA West development at Avenue 54 and Jefferson Street. The contractor has also completed the majority of the turn pocket modifications for the project entrance on PGA Boulevard.
9. On-site construction of homes continues at: Andalusia, which is located on Madison Street between Avenue 58 and Avenue 60; Griffin Ranch, which is located on Madison Street and Avenue 54; and Darby Estates, which is located on Darby Road.
10. The catch basin and storm drain pipe installation has been completed on Lake Cahuilla Road at the Quarry Maintenance Yard.
11. The plans and reports for the La Quinta Square (In and Out Burger) are in for a second review.
12. Seven proposals were received in response to the City's solicitation of water quality inspection services to comply with National Pollutant Discharge Elimination System requirements. The City is looking to hire a qualified technical field representative to conduct storm water compliance inspections at various businesses in La Quinta. A selection committee will review the proposals and schedule interviews with the top firms.

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

# Maintenance Expenditures by Task for February 2015

**Total Expenditures: \$85,281.46**





**Customer Satisfaction Survey Details  
02/01/2015 to 02/28/2015**

Request: 12638	Survey Entered: 02-13-2015 Request Entered: 02/02/2015 Closed: 02/06/2015 Days Open: 4 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Jessica Guerrero
Description:	Please trim the shrub, weeds, and trees that are encroaching onto the property that I am renting.
Reason Closed:	Code Compliance, officer Kevin, inspected the lot /investigated the concern and determined that they only do abatement if there is a fire hazard or dumped debris. There is no debris and all the vegetation is green. Code do not address trees or shrubs growing past property line
Employee Effectiveness:	Below Average
Response Times:	Average
Employee Courtesy:	Average
Expectations Met:	Below
Comments:	I live next to an empty lot that has shrubs and trees growing over onto the property I am renting. The leaves, plants, and debris fall into the pool and into the backyard. I expected the city to handle the issue by cutting down the trees. Supposedly per code, the city will only take care of it if it is a fire/safety hazard. It may not pose as a hazard now, but as it begins to get hotter and dryer, it will. Why not take care of the issue now and just clear the dirt lot of the weeds and unwanted trees?
Request: 12709	Survey Entered: 02-17-2015 Request Entered: 02/06/2015 Closed: 02/17/2015 Days Open: 11 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Mark Peters
Description:	Several years ago my fence was burned down due to overgrowth of brush in the vacant lot next to my house. Several times since then I've contacted the city to have the owner remove the overgrowth as it is a fire hazard to my property. Both times the city posted a bulletin to have the owner clean it up or the city would do it and charge the owner. I'm requesting that you have the owner maintain the vacant lot, the last time my fence was burned down it was one o'clock in the morning and my family was sleeping, kids had set it on fire as vandalism, the fire could of easily spread to my house endangering my family. Also when your at the stop sign, you have to creep out into the road when looking right, to be able to see traffic. Please take care of this as soon as possible. Also can you email to let me know you received this and what course your going to take. Thank you. Mark Peters the sight distance problem has been taken care of, trees cut/trimmed. code inspected the property at this address and is sending the property owner a notice to clean property, after 30 days if not cleaned city will put this out to bid and charge the owner.
Reason Closed:	completed.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	I liked the speed at which the issue was handled, also the employee informed me that a photo would be taken of the lot so that code enforcement could have owner clean it before it caused another fire hazard.

Request: 12713	Survey Entered: 02-16-2015 Request Entered: 02/08/2015 Closed: 02/09/2015 Days Open: 1 Topic: Graffiti in Parks - 1030
Employee: James Lindsey	Customer:
Description:	Graffiti on sign at Ensenada and Montezuma removed
Reason Closed:	Work done
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	N/A
Expectations Met:	Met

Request: 12809	Survey Entered: 02-24-2015 Request Entered: 02/12/2015 Closed: 02/17/2015 Days Open: 5 Topic: Graffiti Removal (Right-of-Way) - 1071
Employee: James Lindsey	Customer: Mirna Hernandez
Description:	Someone drew a heart on the wall, apparently there are other markings on the wall. I don't have pictures of another area, but it looks like there is also graffiti on the green fence wall that is in the KB Home development corner of Ave 60th and Monroe
Reason Closed:	Work done
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	it was prompt.

Request: 12885	Survey Entered: 02-27-2015 Request Entered: 02/19/2015 Closed: 02/20/2015 Days Open: 1 Topic: Park Maintenance
Employee: Steve Howlett	Customer: Roy Bass
Description:	There is a water leak just below cortex on the bear creek trail. About a week now. Also the new faucets seem to be leaking as well.
Reason Closed:	Both of these items have been repaired.
Employee Effectiveness:	Good
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	The drinking fountains all the way up bear creek trail are leaking to the point they have standing water on the ground.