

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: May 5, 2015

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR MARCH 2015

1. In response to the State's severe drought, Governor Brown issued an executive order mandating a 25 percent reduction in domestic water use and is holding water agencies responsible for helping customers achieve this conservation goal. Areas with higher water use, including the Coachella Valley Water District (CVWD), have been charged with reducing usage by 36 percent. CVWD held a public meeting on April 28 to discuss the State's new water-use restrictions and how to achieve the Governor's conservation goal (Attachment 1).

Several actions may be imposed by CVWD, as noted in Attachment 1, including no turf allowed on street parkways or medians. No decisions will be made until the May 12 Board of Directors meeting. Staff is awaiting the rules that CVWD will issue to municipalities.

The City started focusing on water conservation/turf reduction projects long before the Governor's mandate, and is also planning future projects, some of which will be included in the Capital Improvement Program (CIP). Below is a list of key projects the City has already completed:

- 2008 and 2011 — used artificial turf on two medians: one on Avenue 54 (between Jefferson and Madison Streets) and the other along Highway 111.
- 2010 — CIP Turf Reduction Greens Project eliminated a total of 73,700 square feet of turf at the Civic Center Campus, Police Sub-

station, and Fire Station No. 70 (estimated annual water savings of 1,622,840 gallons).

- Recently completed — turf reductions at the SilverRock Golf Course, with potential reductions in square footage on the horizon.
- Current — three City-owned lots on Avenue 52 are being landscaped and will include desertscape and drip irrigation. This project will serve as a pilot program for nearly 500,000 square feet of turf in north La Quinta.

Staff is exploring other initiatives and working on a more comprehensive list of options for City Council consideration.

2. For the month of March 2015, the total for all maintenance expenditures recorded in GORrequest was \$85,064.82, with street sweeping, irrigation/weeds/shrub/tree trimming, debris removal, sidewalk repairs, and graffiti removal being among the highest tasks in terms of cost. Public Works maintenance workers recorded approximately 1,500 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 2).
3. Residents continue to submit Customer Satisfaction Surveys through the GORrequest system. The Public Works Department received five surveys in the month of March 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 3:
 - 80% 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”

Surveys also include positive feedback from residents such as “I have used this app before and was happy that I had to use again. I was actually pleasantly surprised how fast the problem was taken care of. Awesome job!!!!” And, “I am happy to see you changed the sign for the 25mph speed. It seems to be more effective as most of the motorists are reducing their speed. Thanks for addressing the issue so promptly.”

4. A contract was awarded for the Perimeter Landscaping of City-owned Lots (Project No. 2014-10). The City is in the process of executing the contract and scheduling the work.
5. The contractor has begun work on the Avenida Carranza Drainage Improvements Project.
6. Bids are due May 7 for the La Quinta Library Light-emitting Diode Lighting Conversion Project.
7. 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 exterior walls, underground storm water retention chamber, and other pertinent systems.
8. Construction of the speed tables and curb, gutter, and sidewalk on Avenida Montezuma has been completed for the Tower Market Project. The market opened on April 23.
9. On-site water, sewer, and storm drain construction continue at the Signature Project located within the PGA West development located at Avenue 54 and Jefferson Street.
10. On-site construction of homes continues at Andalusia, which is located on Madison Street between Avenue 58 and Avenue 60.
11. On-site construction of homes continues at Griffin Ranch, which is located on Madison Street and Avenue 54.
12. The City selected a consultant to perform water quality inspection services to comply with National Pollutant Discharge Elimination System requirements. A Professional Service Agreement is currently being prepared with CASC Engineering and Consulting to perform the inspection services.

- Attachments:
1. City of La Quinta staff notes from CVWD public meeting of April 28, 2015
 2. Maintenance Expenditures by Task for March 2015
 3. Customer Satisfaction Survey Details for March 2015

CVWD Board Meeting

April 28, 2015

- CVWD does not have a shortage of water, but must comply with the Governors Statewide mandate of 36% reduction in use.
- This reduction will impact CVWD by \$24 million in annual revenue.
- Since the 2009 tiered rate program, CVWD has tracked a 20% reduction in water use.

The Governor

The Governor issued an Executive Order on April 1, 2015 directing the State Water Resources Control Board (SWRCB) to impose a mandatory statewide 25% reduction in urban water use through February 28, 2016.

State Water Resources Control Board

In support of the Governors order, the following is now imposed;

- No irrigating within 48 hours of measurable rainfall,
- No irrigating turf in public medians,
- Only drip and micro-spray irrigation systems for new homes,
- Reduce statewide water use by 25% compared to 2013, but impose a 36% reduction for the Coachella Valley.

CVWD

CVWD will adopt the SWRCB restrictions on May 12, 2015 through an Ordinance. State requires this action by June 1, 2015. It will also include;

- Penalties for not reducing irrigation by 36%,
- Only watering on Tuesday, Thursday, Saturday, and Sunday, 6pm-6am

Additional actions that may be imposed include;

- Restaurants not serving water unless the customer requests it,
- Hotels not doing daily laundry service during a customer's stay,
- No fines for brown lawns (Code and HOAs),
- No turf in street parkways as well as medians,
- Shutting OFF water fountains
- No allocations of additional water for over-seeding (domestic water)

Outreach Program

- Rebates for City turf reduction
- Rebates for Golf turf reduction
- Rebates for residential and HOA turf reduction
- Rebates for smart controllers
- Rebates for low/no flush toilets
- Ask cities to reduce water use by 36%
- Work with home owners and HOAs to reduce water use
- Discourage draining and refilling of swimming pools
- Encourage the use of pool covers
- Encourage HOAs to adopt and enforce water
- Discourage over-seeding

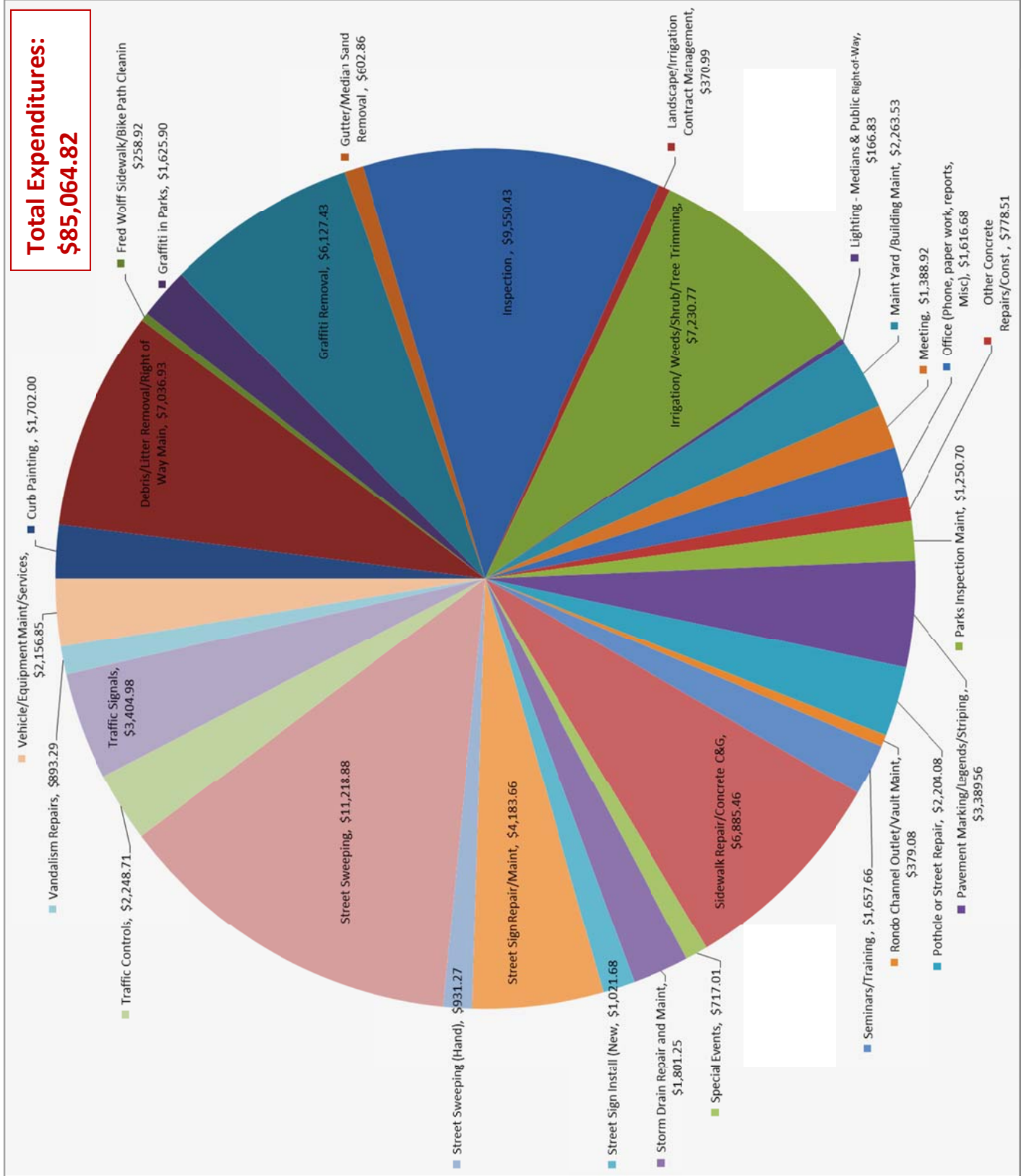
Penalties

This does not change the tiered rates. Tier 1 is the allocation for interior water based on the assessment (10 ccf/family of 4). Everyone will need to track a 36% reduction in the tier 2 level of the existing water allocation that was established in 2009. An average La Quinta residence has an allocation of 43ccf that equals \$47/month. If the residence does not reduce the outdoor water use by 36% and uses the full 43ccf, then the water bill will increase to \$77/month. Tiers 3, 4, and 5 will progressively increase the costs.

Golf Courses

Golf courses are not included as part of the Governors Executive Order for water restrictions. They have been working voluntarily with CVWD to reduce water use (regardless of the source). The local superintendents association has an aggressive proposal for reducing turf and water use, valley wide, that they are coordinating with CVWD. Details were not given at the meeting.

Maintenance Expenditures by Task for March 2015



**Customer Satisfaction Survey Details
03/01/2015 to 03/31/2015**

Request: 12228	Survey Entered: 03-14-2015 Request Entered: 01/07/2015 Closed: 03/06/2015 Days Open: 58 Topic: Street Sign Repair/Maint - 1010
Employee: James Lindsey	Customer: Alex Halle
Description:	Mr. Halle is concerned that the existing speed limit signage on Adams St. between Fred Waring Dr. & La Palma, which is posted at 45 MPH, is not effective and abruptly changes from 45 MPH to 25 MPH.
Reason Closed:	Mr. Halle was contacted and informed that the speed limit was recommended by the Traffic Safety Committee and adopted by resolution by the City Council around 2000. The speed limit is in accordance with the California vehicle code, and because of the way it was approved by the city council, it does not require an engineering speed study to make it enforceable. The committee no longer exists so any changes would have to be petitioned to the city council directly and there will be opposition from the neighborhood to any changes. Mr. Hale requested that additional signs be added before drivers reach the 25 mph zone indicating that such a zone is ahead of them. A work order be issued to install the additional signs. DV - On Feb. 27, 2015, a work order was issued for City Crews to install the requested sign. The signs for this location have been installed on 3-6-15
Employee Effectiveness:	Superior
Response Times:	Good
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	I am happy to see you changed the sign for the 25mph speed. It seems to be more effective as most of the motorists are reducing their speed. Thanks for addressing the issue so promptly. Alex Halle

Request: 12975	Survey Entered: 03-13-2015 Request Entered: 02/24/2015 Closed: 03/06/2015 Days Open: 10 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Mary Jennings
Description:	Ms. Jennings had some concerns regarding the existing block wall which has missing wall caps. Also, the erosion on the slope needs to be addressed.
Reason Closed:	Job done
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Met

Request: 13012	Survey Entered: 03-02-2015 Request Entered: 02/26/2015 Closed: 03/02/2015 Days Open: 4 Topic: Street Sweeping - 1025
Employee: James Lindsey	Customer: Dori Quill
Description:	Is the street sweeping allowed to start before 7 am?? We were awakened by a very loud machine at 5:50am this morning. I question the effectiveness of sweeping the cove before 8am when there are many cars still parked on the street before going to work. Why didn't the sweeper come 2 weeks ago? There is so much debris that it left 2 big balls of debris in front of our street. You can check at 51230 Rubio. I am ready to go to city council with how poorly this small service is run. Please let me know you have addressed this. we removed a small amount of debris from the above address, we drove all of yucatan and found no other debris, it was spotless.
Reason Closed:	completed.
Employee Effectiveness:	Poor
Response Times:	Average
Employee Courtesy:	Below Average
Expectations Met:	Below
Comments:	They didn't answer any of my questions about the time street sweeping begins or why it missed 2 weeks ago.

Request: 13104	Survey Entered: 03-11-2015 Request Entered: 03/02/2015 Closed: 03/03/2015 Days Open: 1 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Carol Smith
Description:	There are a pair of tennis shoes that are tied together, that have been thrown over the electrical wires and are hanging down on the corner of Calle Chillon and Cortez in the La Quinta Cove. Eyesore and safety issue I would think. Thank you Carol
Reason Closed:	Removed tennis shoes, work done.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	I have used this app before and was happy that I had to use again. I was actually pleasantly surprised how fast the problem was taken care of. Awesome job!!!

Request: 13220	Survey Entered: 03-10-2015 Request Entered: 03/06/2015 Closed: 03/10/2015 Days Open: 3 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Jane Bren
Description:	Photo submitted tree has been trimmed to allow sweeper to pass .
Reason Closed:	completed/trimmed tree
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded