

# 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 19, 2015

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR APRIL 2015

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1. On May 11, Public Works and Community Services staff attended the Coachella Valley Water District's (CVWD's) briefing on the draft drought measures presented to their board on May 12. City staff gave input and received clarification on penalties for exceeding the water budget of the approximate 150 individual water meters the City has with CVWD for its facilities, parks, retention basins and landscaped medians and parkways. Staff is currently working on strategies for meeting the District's goal of 36 percent overall reduction in potable water use starting this June.
2. For the month of April, the total for all maintenance expenditures recorded in GORquest was \$85,988, with street sweeping, debris removal, irrigation/weeds/shrub/tree trimming, traffic signals, and storm drain repair 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 1).
3. Residents continue to submit Customer Satisfaction Surveys through the GORquest system. The Public Works Department received 13 surveys in the month of April, 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:
  - 87.5 percent of respondents rated Employee Courtesy as "Superior" or "Good"
  - 85 percent of respondents rated Response Times as "Superior" or "Good"

- 77 percent of respondents indicated “Exceeded” or “Met” under Expectations Met
- 73 percent of respondents rated Employee Effectiveness as “Superior” or “Good”

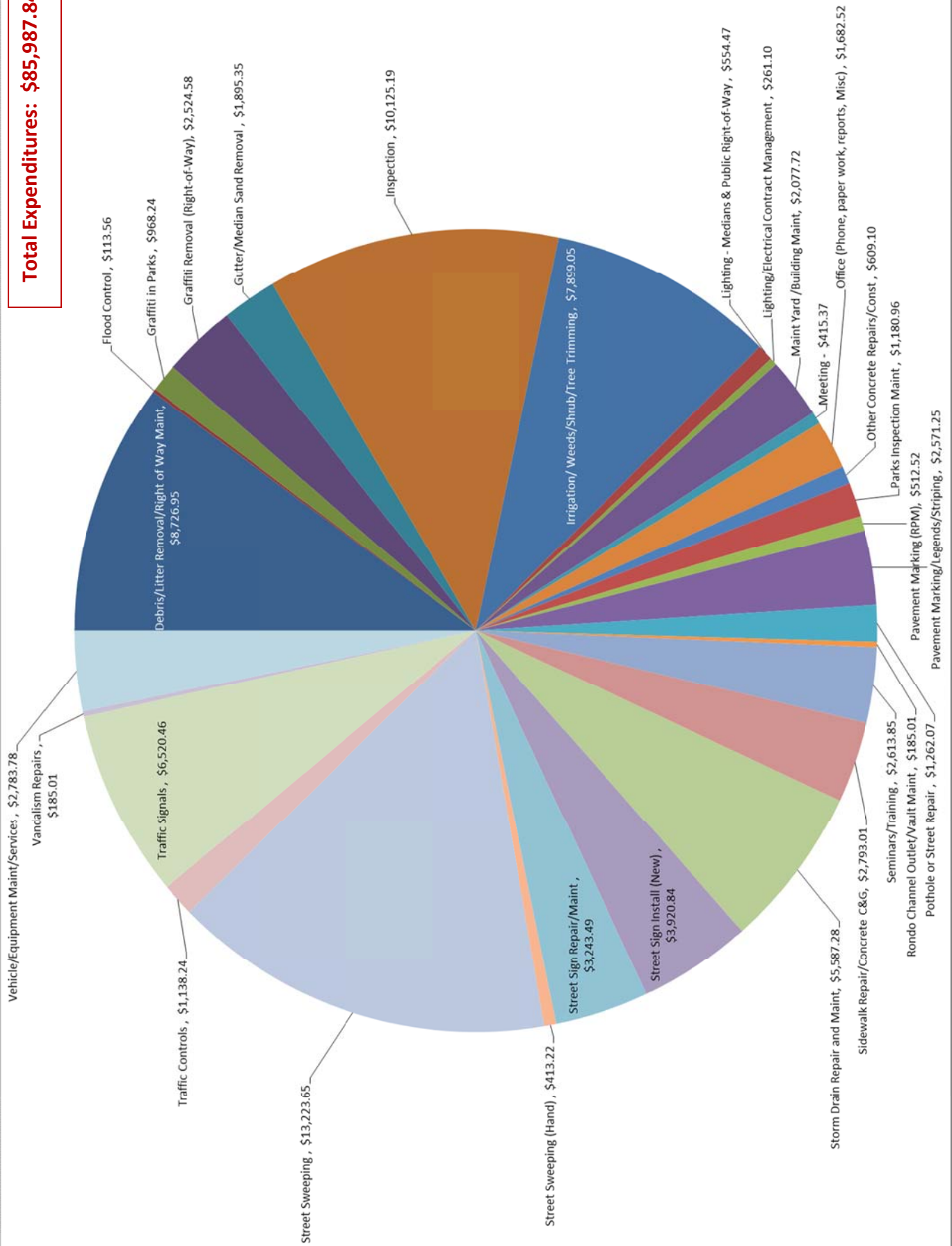
Surveys also include positive feedback from residents such as: *“Liked the method of being able to request fixes if noticed in LQ.” “Very speedy responding & taking care of request...” “Thanks for taking care of the problem!” “You quickly made the sidewalk safe.”*

4. A pre-construction meeting has been scheduled for May 27 for the Perimeter Landscaping of City-owned Lots Project, with work anticipated to begin on June 1.
5. The Avenida Carranza Drainage Improvements Project is now complete and is scheduled for Council acceptance in June.
6. Granite Construction Company is executing contracts for the Adams Street Signal and Street Improvements Project and is expected to do the work over the summer while school is not in session.
7. Bids are due on June 4 for the Jefferson Street Roundabout Striping Modification Project. Work is anticipated to occur over the summer.
8. On-site construction continues at the Century Theatre Project, located at the corner of Washington Street and Avenue 47. Contractors are working on the theatre walls and underground storm water retention chamber.
9. On-site water, sewer, and storm drain construction continues 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 (Madison Street between Avenue 58 and Avenue 60) and Griffin Ranch (Madison Street and Avenue 54).
11. On-site sewer and water have begun at the Monterra project located on Monroe Street just north of Airport Boulevard.
12. The City selected a consultant to perform water quality inspection services to comply with National Pollutant Discharge Elimination System requirements. A kick-off meeting was held with CASC Engineering and Consulting on May 13.

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

# Maintenance Expenditures by Task for April 2015

**Total Expenditures: \$85,987.84**





## Customer Satisfaction Survey Details 04/01/2015 to 04/30/2015

<b>Request: 12910</b>	Survey Entered: 04-09-2015 Request Entered: 02/20/2015 Closed: 04/02/2015 Days Open: 40 Topic: Storm Drain Repair and Maint - 1023
Employee: James Lindsey	Customer: Paula Deal
Description:	There is a drain near Hidden Canyon and before Legacy Villas that does not have the middle bar in the drain. I bicycled by it and noticed all the other drains had a bar to lessen the size of the drain. (it is a pretty big drain opening - not safe). Can the bar be installed to shrink the size of the opening? Thank you.
Reason Closed:	work done
Employee Effectiveness:	Superior
Response Times:	Good
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	Liked the method of being able to request fixes if noticed in LQ
<b>Request: 13524</b>	Survey Entered: 04-02-2015 Request Entered: 03/23/2015 Closed: 03/26/2015 Days Open: 3 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Judy Kenna
Description:	Please remove dead tree near the sidewalk near the intersection of 50th & Park (at the boys club). Dead tree is close to the corner of 50th & Park, near a telephone pole. Also, thanks for cleaning up the area running along the sidewalk. It looks better than it did. Judy Kenna
Reason Closed:	Job done.
Employee Effectiveness:	Average
Response Times:	Superior
Employee Courtesy:	No answer
Expectations Met:	Exceeded
Comments:	very speedy responding & taking care of request - I believe the trunk not removed, but tree was removed
<b>Request: 13555</b>	Survey Entered: 04-02-2015 Request Entered: 03/25/2015 Closed: 03/26/2015 Days Open: 1 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Ron Boren
Description:	I would like to report again the debris that is constantly along the NB gutter on Eisenhower towards Washington. There seems to be always trash in the gutter and also in the landscape. Can someone please take care of that. Please call me if you have any questions. Thank you.
Reason Closed:	Picked up debris along Eisenhower Dr. , from Fernando to Washington St.
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Good
Expectations Met:	Met
Comments:	Because the city has had to cut back on street sweeping services, it would be nice if the Public Works employees could conduct more litter patrol services in order to make up for the reduced street sweeping services. Thank you, Ron Boren La Quinta Cove resident

<b>Request: 13578</b>	Survey Entered: 04-07-2015 Request Entered: 03/26/2015 Closed: 03/30/2015 Days Open: 4 Topic: Graffiti Removal (Right-of-Way) - 1071
Employee: James Lindsey	Customer: Judy Collins
Description:	I reported this graffiti to Anthony Moreno on MARCH 6 and he indicated that he would pass the information on to the proper department. I drove by the location(east side of Monroe just North of Avenue 61) and the graffiti is still on the the KB Homes green fencing. Should KB Homes or the city removed it by now?
Reason Closed:	Work done
Employee Effectiveness:	N/A
Response Times:	Good
Employee Courtesy:	N/A
Expectations Met:	Met

<b>Request: 13591</b>	Survey Entered: 04-06-2015 Request Entered: 03/26/2015 Closed: 03/30/2015 Days Open: 4 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Darryl Jackson
Description:	When we are coming out of our neighborhood - Desert Pride going EB on Miles making a left to circle to go WB there is a center island that has a bush that gets trimmed every year but I would like to see the bush removed completely since it is obstructing the view and become very dangerous. Please call me if you have any questions on the location of the bush in question.
Reason Closed:	Job done. Trimmed bushes in median
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	Thanks for taking care of the problem! Sincerely, Darryl Jackson

<b>Request: 13603</b>	Survey Entered: 04-06-2015 Request Entered: 03/28/2015 Closed: 03/30/2015 Days Open: 2 Topic: Graffiti Removal (Right-of-Way) - 1071
Employee: James Lindsey	Customer: debbie westerhoff
Description:	Graffiti on posted speed limit sign directly in front of my home at 52313 avenida madero
Reason Closed:	Work done
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	Quick response

<b>Request: 13661</b>	Survey Entered: 04-09-2015 Request Entered: 03/31/2015 Closed: 04/02/2015 Days Open: 2 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Kelly Groves
Description:	Tree blocking number one lane. Unlit. Major hazard
Reason Closed:	Tree removed by Landscape contractor
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	No answer
Expectations Met:	Met

<b>Request: 13864</b>	Survey Entered: 04-21-2015 Request Entered: 04/08/2015 Closed: 04/13/2015 Days Open: 5 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer:
Description:	The sidewalk on Via Coronado adjacent to the 78525 Via Sevilla home is not able to be walked on due to over growth of trees. These has been an issue for over a year but I though it might be cleaned up in time so the sidewalks can be used. It is a corner that drivers sometimes take fast and I am now concerned if I am in the street to continue working. Thank you for your help
Reason Closed:	Work done
Employee Effectiveness:	Good
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Met
Comments:	You quickly made the sidewalk safe. Thank you!
<b>Request: 13893</b>	Survey Entered: 04-13-2015 Request Entered: 04/09/2015 Closed: 04/10/2015 Days Open: 1 Topic: Development Issues
Employee: Bryan McKinney	Customer: Thomas Maydew
Description:	There is no sidewalk access from La Quinta renaissance subdivision to the ralphs supermarket complex on jefferson. The vacant land parcel on the corner of Jefferson and 50th Street is no longer planning development. The city should take things in their own hands and provide sidewalk access on this extremely busy city street.
Reason Closed:	This issue was addressed in issue #13822.
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Superior
Expectations Met:	Below
Comments:	The timeliness of the response was good and is appreciated. The employee explained that the City prefers developers footing the bill for sidewalks, etc during the improvement process with the land parcel, which is understood. But, in this case, the developer has abandoned plans to develop the corner property and wants to return it to "desert landscape". This obviously doesn't include the sidewalks that are extremely necessary on Jefferson/Ave. 50, one of the busiest intersections in La Quinta. The City needs to take up this project ASAP. The employee didn't know the process for getting this issue in front of the public works department at the City. I would still like someone to help me with this.
<b>Request: 13901</b>	Survey Entered: 04-17-2015 Request Entered: 04/09/2015 Closed: 04/10/2015 Days Open: 1 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Sandra Pheil
Description:	The grass & weeds at this house are totally out of control. Although there are vehicles on occasion no one is maintaining the landscaping. It's an eyesore to this nice neighborhood! Surely this some type of code violation? It does need to be addressed! The address is @ the corner of la Fonda & Jacumba. Please advise!
Reason Closed:	Code Compliance Supervisor went to the property and posted a Courtesy Notice addressing the overgrown landscaping, and the unlicensed, inoperable, stored vehicle in the driveway. This request is being closed in the GORrequest system and an officer will call or email requester to explain next steps.
Employee Effectiveness:	N/A
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Met

<b>Request: 13919</b>	Survey Entered: 04-23-2015 Request Entered: 04/13/2015 Closed: 04/16/2015 Days Open: 3 Topic: Lighting - Medians & Public Right-of-Way - 1083
Employee: James Lindsey	Customer: Diane Compel
Description:	The median on Fred Waring between Washington and Adams was landscaped very nicely but has not been maintained consistently. There is a dead tree on the median behind my home and multiple lights that have been out for months. Nice space but needs improvement on maintenance. Thank you.
Reason Closed:	Job done. Removed dead tree, repaired irrigation, repaired lights
Employee Effectiveness:	Average
Response Times:	Below Average
Employee Courtesy:	Good
Expectations Met:	Below
Comments:	I sent a subsequent response noting there were still lights out on the median which have not been replaced to date. The dead tree was removed promptly and they stated the irrigation was repaired. The lighting remains an issue and there was no response to my follow up email.
<b>Request: 13937</b>	Survey Entered: 04-23-2015 Request Entered: 04/14/2015 Closed: 04/16/2015 Days Open: 2 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Mark Johnson
Description:	Irrigation lines leaking over watering and covering sidewalk and gutter. This is my third attempt to get this resolved and no action has been taken. This is sidewalk on Washington E from Via Sevilla to Pal Royale.
Reason Closed:	Job done. Repaired irrigation, adjusted water budget start times.
Employee Effectiveness:	Below Average
Response Times:	Below Average
Employee Courtesy:	Below Average
Expectations Met:	Below
Comments:	This issue still exists. We are in a drought. Turn the water off.
<b>Request: 14037</b>	Survey Entered: 04-21-2015 Request Entered: 04/20/2015 Closed: 04/20/2015 Days Open: 0 Topic: Cannot Find my Issue
Employee: Ed Wimmer	Customer: Carolyn Hensrud
Description:	We often drive through the intersection of 54th and Madison. Would it be possible to have a stoplight there? There are too many lanes of traffic, converging from all four directions, including bike lanes and turn lanes. I have personally witnessed several near-misses - especially involving trucks, which block visibility for other drivers proceeding through after stopping all too briefly. The bikers are totally blocked by larger cars or trucks. The fact that Airport Drive has a stoplight just a block away seems unnecessary. I hope you will consider this request very seriously. Thanks. Carolyn Hensrud
Reason Closed:	We are monitoring this intersection and while a signal or roundabout may be installed in the future we have no funding for a project at this time. We will keep this request though since part of our capital project prioritization is based on input from drivers. If you want to go on record formally of your request we would recommend you write a letter to the city manager and city council on this. Thanks. Nazir Lalani City Traffic Engineer
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	I appreciate that funding is the issue but also hope a serious accident does not occur. At least thd Fire dept is at that corner!!