

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: June 16, 2015

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR MAY 2015

1. For the month of May, the total for all maintenance expenditures recorded in GOREquest was \$70,561, with irrigation/weeds/shrub/tree trimming, street sweeping, storm drain repair, and traffic signals being among the highest tasks in terms of cost. Public Works maintenance workers recorded over 1,100 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 six surveys in the month of May, 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 percent of respondents rated Employee Courtesy as “Superior”
 - 100 percent of respondents rated Response Times as “Superior” or “Good”
 - 100 percent of respondents indicated “Exceeded” or “Met” under Expectations Met
 - 100 percent of respondents rated Employee Effectiveness as “Superior” or “Good”

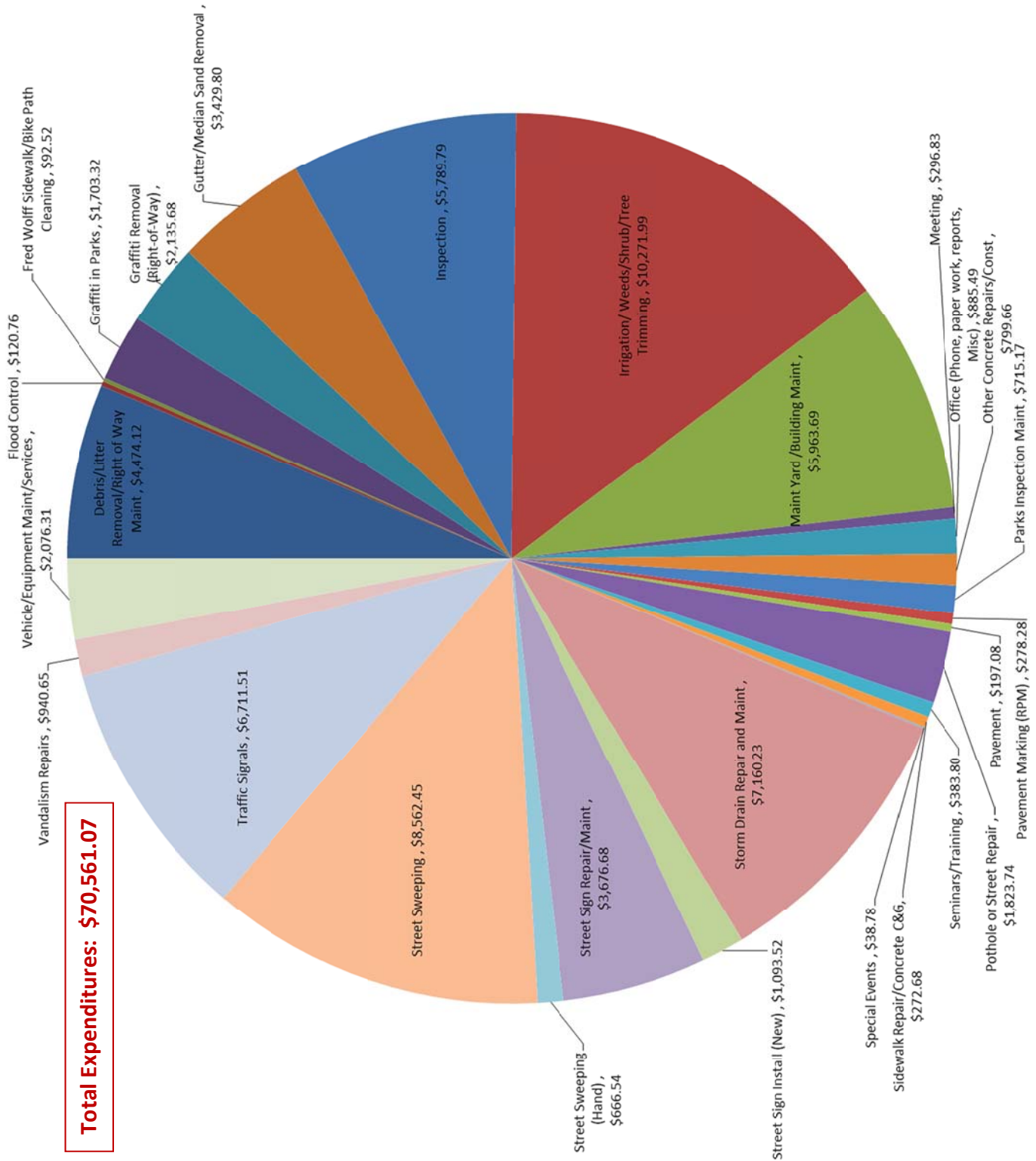
Surveys also include positive feedback from residents such as: *“I like that my problem was resolved quickly, and that the City of La Quinta let me know what the problem was and how and when they resolved it. Thanks”*

3. The City selected a consultant to perform water quality inspection services to comply with National Pollutant Discharge Elimination System requirements. Letters have been sent to affected businesses with inspections anticipated to start in mid to late June. The City is now required to perform these annual inspections of restaurants, service stations and other potential storm water dischargers since the County Department of Environmental Health ceased performing them at the beginning of 2015.
4. A pre-construction meeting was scheduled for May 27 for the Perimeter Landscaping of City-owned Lots Project, with work anticipated to begin on June 1.
5. Granite Construction Company is executing contracts for the Adams Street/Corporate Center Drive Signal and Street Improvements Project and is expected to do the work over the summer while school is not in session.
6. 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.
7. On-site water, sewer, and storm drain construction continues at the Signature Project, located within the PGA West development at Avenue 54 and Jefferson Street.
8. On-site construction of homes continues at: Andalusia (Madison Street between Avenue 58 and Avenue 60) and Griffin Ranch (Madison Street and Avenue 54).
9. On-site sewer and water have begun at the Monterra project located on Monroe Street just north of Airport Boulevard.

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

Maintenance Expenditures by Task for May 2015

Total Expenditures: \$70,561.07



**Customer Satisfaction Survey Details
05/01/2015 to 05/31/2015**

Request: 14381	Survey Entered: 05-21-2015 Request Entered: 05/08/2015 Closed: 05/12/2015 Days Open: 4 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Jane Bren
Description:	Broken sprinkler dumping water all through parking lot behind waba grill
Reason Closed:	fixed broken irrigation line.
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	N/A
Expectations Met:	Met

Request: 14382	Survey Entered: 05-19-2015 Request Entered: 05/10/2015 Closed: 05/12/2015 Days Open: 2 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Elizabeth Panni
Description:	Tree down across B C path
Reason Closed:	work done, picked up debris
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Met

Request: 14424	Survey Entered: 05-22-2015 Request Entered: 05/12/2015 Closed: 05/15/2015 Days Open: 3 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer:
Description:	Limbs fall close to house and tangled with palm.
Reason Closed:	Trees have been trimmed
Employee Effectiveness:	Good
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Exceeded

Request: 14456	Survey Entered: 05-22-2015 Request Entered: 05/13/2015 Closed: 05/15/2015 Days Open: 2 Topic: Graffiti in Parks - 1030
Employee: James Lindsey	Customer: Jane Bren
Description:	Photo submitted
Reason Closed:	Work done: clean up graffiti on the sign
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	N/A
Expectations Met:	Met

Request: 14487	Survey Entered: 05-22-2015 Request Entered: 05/15/2015 Closed: 05/15/2015 Days Open: 0 Topic: Storm Drain Repair and Maint - 1023
Employee: James Lindsey	Customer: Diane Newayno
Description:	Resident called the PW Dept to report a strange noise in the storm drain near her home. Indicates that when it rains, the water running down the gutter and into the storm drain makes a noise ... it's like a tennis match ... and wants PW to check to see if there's something down there.
Reason Closed:	Work done: removed some debris from Cathh Basin
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	The gals on the phone were great. It was nice to speak to someone right away instead of going through ab automated system. The service was timely and corrected right away. Thank you very much.

Request: 14628	Survey Entered: 05-27-2015 Request Entered: 05/27/2015 Closed: 05/27/2015 Days Open: 0 Topic: Traffic Signals - 1082
Employee: Kris Gunterson	Customer: Logan Raub
Description:	I wanted to report that a traffic light, with city name Indian Wells on it, is not working. The traffic light is located at the intersection of Washington Street and Via Sevilla (at the Tennis Garden). The traffic light that is not working directs traffic from Villa Sevilla to southbound Washington Street. It does not change from red, ever, leading drivers to either back out of the turn lane, or ignore the red light and turn left. Both situations may potentially result in an accident.
Reason Closed:	Found video detection camera for WB traffic has been moved by the wind. Secured the camera and adjusted the detection zones. Monitored for 20 minutes.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	I like that my problem was resolved quickly, and that the City of La Quinta let me know what the problem was and how and when they resolved it. Thanks