

# City of La Quinta

## CITY COUNCIL MEETING

### DEPARTMENT REPORT

**TO:** The Honorable Mayor and Members of the City Council

**FROM:** Timothy R. Jonasson, P.E., Public Works Director/City Engineer

**DATE:** July 21, 2015

**SUBJECT:** PUBLIC WORKS DEPARTMENT REPORT FOR JUNE 2015

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1. For the month of June, the total for all maintenance expenditures recorded in GOREquest was \$111,927, with traffic signals, street sweeping, vehicle and equipment maintenance, irrigation/weeds/shrub/tree trimming, and debris removal being among the highest tasks in terms of cost. Public Works maintenance workers recorded over 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).
2. The City's consultant, CASC Engineering, has started performing the mandated National Pollutant Discharge Elimination System water quality inspections of restaurants and facilities that generate or store hazardous materials. The inspector commented that business owners have been cooperative and friendly thus far.
3. The Traffic Signal Maintenance staff relocated the pedestrian push buttons at Highway 111 and Simon Drive. The new button locations now meet Americans with Disabilities Act (ADA) proximity requirements for crosswalk access. This project was completed using funds from the Traffic Signal Maintenance budget.
4. The Traffic Division has updated 19 citizen brochures on a variety of topics that deal with traffic safety in the City. These brochures are now available on the City's website and serve as informational and instructional guides for the citizens of La Quinta. Topics include: Bicycle Safety Tips, Children at Play Signs, Neighborhood Traffic Safety, Roundabouts, Speed Limits, and Traffic Signals. The Traffic Division receives numerous requests for work and service deemed necessary for traffic safety. The brochures are meant to provide the public with answers and instruct them on a proper course of action.
5. The contractor for the Avenue 52 Perimeter Landscaping Project has installed boulders and palm trees and is currently installing the irrigation

laterals in preparation of plant placement. Work is expected to be complete in early August.

6. The contractor for the Adams Street/Corporate Center Drive Signal and Street Improvements Project is currently constructing curb and gutter as well as asphalt paving. The traffic signal contractor is installing the traffic signal pole foundations. The work is expected to be complete in late September.
7. A contract for the Jefferson Street Roundabout Striping Modification Project was awarded to Superior Pavement Markings and is being finalized by the City. Work is anticipated to begin in late July.
8. Contracts are being issued for the following projects: Sports Complex and YMCA ADA Improvements - Phase 1, Sports Complex and YMCA ADA Improvements - Phase 2, and FY 2015/16 Slurry Seal Program.
9. Bids for the 10<sup>th</sup> Anniversary Library Improvements were rejected and the project is currently out for re-bid.
10. A pre-bid meeting was held on July 1 for the Monroe Street Rehabilitation Project with bids due on July 16.
11. On-site construction of homes continues at Andalusia (Madison Street between Avenue 58 and Avenue 60) and Griffin Ranch (Madison Street and Avenue 54).
12. On-site sewer, water and storm drain improvements are currently being installed at the Monterra project located on Monroe Street just north of Airport Boulevard.
13. On-site construction continues at the Century Theatre project at Washington Street and Avenue 47, and the Signature project within PGA West at Avenue 54 and Jefferson Street.
14. Residents continue to submit customer satisfaction surveys through the GOREquest system. The Public Works Department received nine surveys in the month of June, 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:
  - 89 percent of respondents indicated “Exceeded” or “Met” under Expectations Met
  - 75 percent of respondents rated Employee Courtesy as “Superior”
  - 67 percent of respondents rated Response Times as “Superior” or “Good”

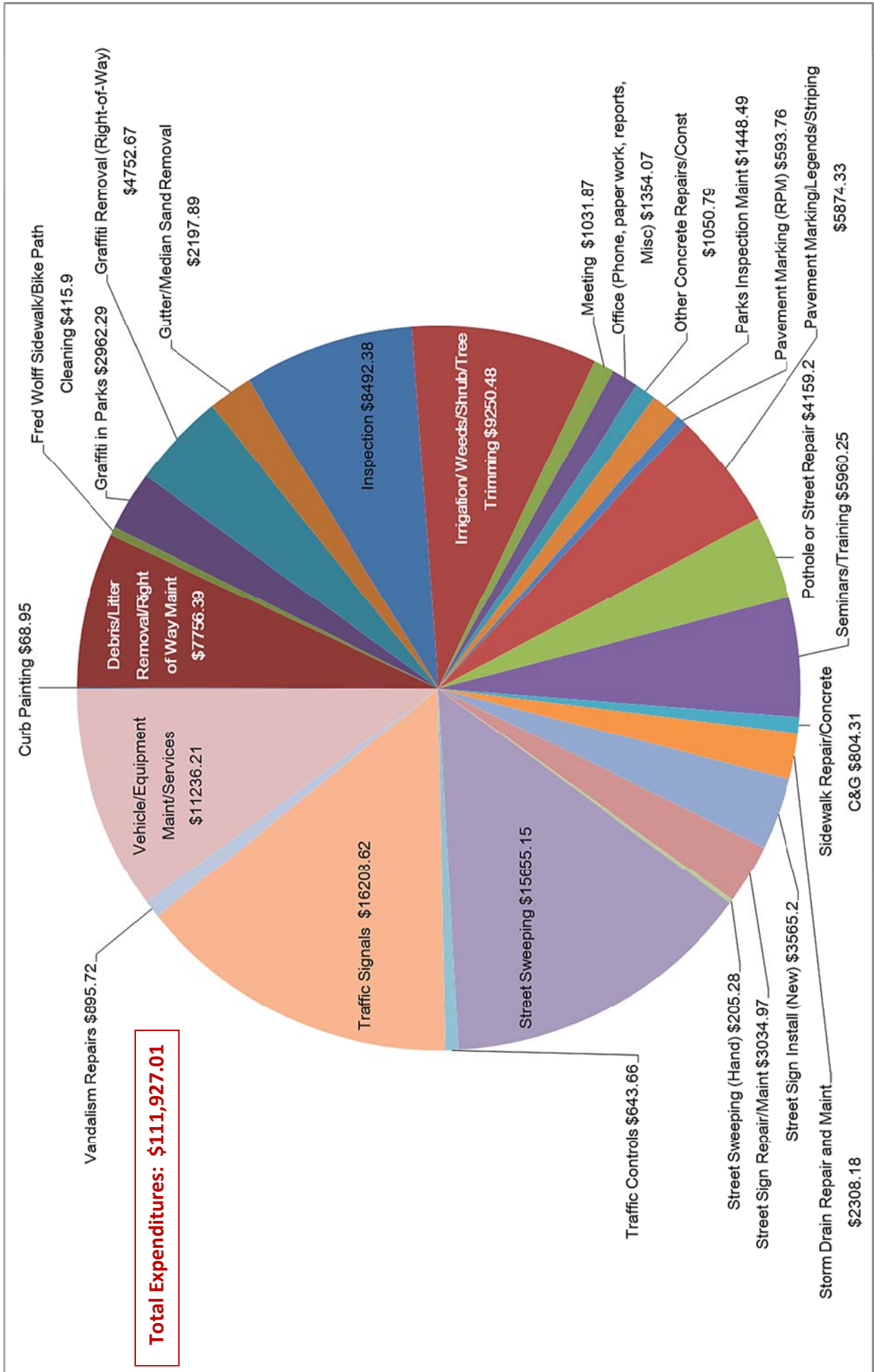
- 57 percent of respondents rated Employee Effectiveness as “Superior” or “Good”

Surveys also include positive feedback from residents such as: *“Quickly repaired an issue that could have caused some serious damage to a car/people.”* *“Thank you for responding in a timely manner and offering assistance.”*

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



# Maintenance Expenditures by Task for June 2015





**Customer Satisfaction Survey Details**  
**06/01/2015 to 06/30/2015**

<b>Request: 14535</b>	Survey Entered: 06-02-2015 Request Entered: 05/19/2015 Closed: 05/26/2015 Days Open: 7 Topic: Street Sweeping - 1025
Employee: James Lindsey	Customer: Mark Babij
Description:	Lots of sand blown into road...been there for two weeks...mess. crews removed sand from roadway on monroe south of ave.54 weastside.
Reason Closed:	completed.
Employee Effectiveness:	Average
Response Times:	Average
Employee Courtesy:	Average
Expectations Met:	Met
Comments:	You cleaned the sand off the Monroe street surface which meets minimum expectations for safety. Still, the sand is piled up right to the road so there is no workable shoulder. Why is it so better on the Thermal side? You guys should just run a grader down Monroe and provide a standard shoulder rather than leaving that stretch unsafe and looking like crap.

<b>Request: 14552</b>	Survey Entered: 06-03-2015 Request Entered: 05/20/2015 Closed: 05/26/2015 Days Open: 6 Topic: Cannot Find my Issue
Employee: Ed Wimmer	Customer: Marirose Smith
Description:	We have a couple issues on our street. One is speeding. During hours of 7-9 and 4-7, cars speed through our street. Also, there are stop signs on Via Sevilla/Via Coronado and Via Coronado/Forbes Circle where cars do not make a complete stop. We would like speed bumps on our streets. Please see link below: <a href="http://www.kmir.com/category/277966/video?clipid=11168136&amp;autostart=true">http://www.kmir.com/category/277966/video?clipid=11168136&amp;autostart=true</a>
Reason Closed:	The citizen was contacted and a message left. She was informed that the City does not have a speed bump program. The Police Department has been requested to conduct speed and stop sign enforcement during the hours specified in the GO REQUEST.
Employee Effectiveness:	N/A
Response Times:	Average
Employee Courtesy:	N/A
Expectations Met:	Met
Comments:	My email indicated that a message was left for me but I never received the message.

<b>Request: 14629</b>	Survey Entered: 06-29-2015 Request Entered: 05/27/2015 Closed: 06/22/2015 Days Open: 26 Topic: Pothole or Street Repair - 1001
Employee: James Lindsey	Customer: John Rogoff
Description:	Ave 58th was expanded and resurfaced less than four years ago, street is cracking and starting to come apart due to heavy traffic to/from park, shooting range and construction, photos sent via mobile GoRequest #14626,14625,14624, 14623, 14622. Street is in same condition all the way to the park. Is street contractor lible? crews have been patching the large cracks with cold mix asphalt on ave. 58 from madison to the lake. they will continue to patch the smaller ones with a liquid crack filler once the larger ones are filled.
Reason Closed:	completed.
Employee Effectiveness:	Poor
Response Times:	Good
Employee Courtesy:	N/A
Expectations Met:	Below
Comments:	Service not completed, very poor repair, seemed to fill only every other crack/break in street. Job needs to be inspected and completed

<b>Request: 14648</b>	Survey Entered: 06-25-2015 Request Entered: 05/28/2015 Closed: 06/18/2015 Days Open: 21 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Thomas Gleeson Sr
Description:	Over the last year children leaving school loiter along Desert Crest between Desert Fox and Desert Hills, waiting to be picked up by parents or their rides. I have seen the children (usually middle school) stomp on the oleanders along the South wall of this area. So far I have counted 25 spaces where there no longer are any Oleanders from being stomped and destroyed. The area is well shaded along the wall and provides relief from the sun, but to make room the kids have destroyed the beautiful oleanders. On several occasions I have seen the children stomping on the plants and kicking them. I ask them to stop and they do. The problem has gotten so there no longer are an even distribution of these oleanders, now bare spots. The children stand in the shade in the dirt between the stucco wall and the sidewalk waiting for rides. Most of the plants that have been destroyed are where the shade trees and bushes overhang providing shade from the sun. Can City of LQ replant Oleanders along this way? This is not private property but is on the easement sidewalk area and within the landscape district's responsibilities. I have sent messages to principal Brad Fisher of Amelia Earhart Elementary School and John Glen Middle School.
Reason Closed:	work done.Repaired irrigation and replaced 20 plants
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Exceeded
Comments:	Quick response. Work well done. Thank you.
<b>Request: 14675</b>	Survey Entered: 06-10-2015 Request Entered: 05/31/2015 Closed: 06/03/2015 Days Open: 3 Topic: Pothole or Street Repair - 1001
Employee: James Lindsey	Customer: Paula Deal
Description:	I was biking down Eisenhower and saw this issue. There is a pothole is on Eisenhower just off the corner of Calle Mazatlan going North on Eisenhower. The pothole is about 30ft off that corner. I placed a PSO wooden stick with Green & Red strings hanging off it on the right side of the road, parallel the pothole. This pothole is about 1ft wide, but when you look it; it is sink hole around 3ft open below it. The concrete hole is in the middle of the street and there has been some work there before since it has a new black concrete strip crossing over the street.
Reason Closed:	Coordinated with CVWD and they repaired thir trench.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	Quickly repaired an issue that could have caused some serious damage to a car/people.
<b>Request: 14696</b>	Survey Entered: 06-10-2015 Request Entered: 06/02/2015 Closed: 06/03/2015 Days Open: 1 Topic: Street Sign Install (New) - 1009
Employee: James Lindsey	Customer: Candelaria Munoz
Description:	Officer Munoz expressed a concern in regards to installing Neighborhood watch signs behind Stop signs at the intersections of SE corner of Juarez/Sonara, SE corner of Chihuahua/Diaz, Alvarado/Colima, Ramirez/Chillon, Temecula/Carranza.
Reason Closed:	A work order has been issued to have the signs installed at the locations specified by Officer Munoz. Work done: replaced posts and installed 5 signs.
Employee Effectiveness:	Average
Response Times:	Average
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	The problem was that I was sent to different people because this kind of signs had not been installed in a long time. But now that someone is assigned to this everything should go faster next time.



<b>Request: 14727</b>	Survey Entered: 06-15-2015 Request Entered: 06/03/2015 Closed: 06/08/2015 Days Open: 5 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Kim Gordon
Description:	Neighbor north of this address has a big eucalyptus tree that causes leaves and branches to fall in the gutter and driveways. All this clutter is muddy and smells bad. The street sweeper goes around it. Can someone go out and take a look to see if something can be done? crew cleaned the area with needles/mud. we will contact sweeper about the this area.
Reason Closed:	completed:cleaned up debris
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	Thank you for responding in a timely manner and offering assistance.

<b>Request: 14729</b>	Survey Entered: 06-16-2015 Request Entered: 06/03/2015 Closed: 06/09/2015 Days Open: 6 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Sonia Millan
Description:	The landscape material on the median island of Ave 52 is overgrown and is creating a safety hazard by obstructing view of any on coming traffic when exiting the gate at The Hideaway. Please trim the overgrown plant material. Thank you!
Reason Closed:	work done. trimmed shrubs low.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Exceeded

<b>Request: 14921</b>	Survey Entered: 06-24-2015 Request Entered: 06/16/2015 Closed: 06/17/2015 Days Open: 1 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Richard Schwemmer
Description:	There is a brown valve cover. The lid is off to better see it. The valve is leaking water into the flower bed and side walk. The flow is constant, so the valve is either opened or leaking.
Reason Closed:	work done.
Employee Effectiveness:	N/A
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Met
Comments:	The correction was made in a timely manner.

