

# 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:** September 15, 2015

**SUBJECT:** PUBLIC WORKS DEPARTMENT REPORT FOR JULY AND AUGUST 2015

---

1. For the month of July, the total for all maintenance expenditures recorded in GOREquest was \$71,789, with street sweeping, irrigation/weeds/shrub/tree trimming, debris removal/right-of-way maintenance, pothole/street repairs, and graffiti removal being among the highest tasks in terms of cost. Public Works maintenance workers recorded 1,268 task hours associated with this work. A detailed breakdown of tasks and associated costs is presented in the attached pie chart (Attachment 1).
2. For the month of August, the total for all maintenance expenditures recorded in GOREquest was \$91,776, with street sweeping, graffiti removal, and irrigation/weeds/shrub/tree trimming being among the highest tasks in terms of cost. Public Works maintenance workers recorded 1,480 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 GOREquest system. The Public Works Department received ten surveys in the months of July and August, 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:
  - 100 percent of respondents rated Employee Courtesy as “Superior” or “Good”
  - 86 percent of respondents rated Employee Effectiveness as “Superior” or “Good”
  - 80 percent of respondents indicated “Exceeded” or “Met” under Expectations Met
  - 70 percent of respondents rated Response Times as “Superior” or “Good”

*Surveys also include positive feedback from residents such as: "I totally appreciate the joint efforts of the City of La Quinta to get the sign replaced." And, "Thank you for your prompt attention!"*

4. The City's consultant, CASC Engineering, continues to perform the mandated National Pollutant Discharge Elimination System water quality inspections of restaurants and facilities that generate or store hazardous materials in the City. CASC has completed approximately 90 percent of inspections and will complete the remainder in November. They will focus on the businesses that were closed during the summer. The inspector commented that business owners have been cooperative and friendly thus far.
5. Staff analyzed data from the City's traffic collision software (Crossroads) and identified several signalized intersections where broadside collisions were occurring due to drivers not complying with red light indications. As a safety upgrade to improve this situation, Caltrans and Federal Highway Administration guidelines suggest adding a second traffic signal head on the mast arms of intersections with three or more approach lanes. Traffic signal maintenance staff has been working for the past several weeks during night-time hours on the installation of these additional traffic signal heads. This safety upgrade is now complete at the following intersections (staff will monitor these intersections and expects to see a decline in broadside collisions at these locations in the future):
  - Highway 111 & Plaza La Quinta (Circle K)
  - Highway 111 & Simon Drive
  - Highway 111 & Jefferson Street
  - Washington Street & Avenue 50
  - Washington Street & Avenue 48
  - Washington Street & Avenue 47
6. As part of a project recently approved by the City Council, the approaches to the roundabout at Jefferson Street and Avenue 52 were re-stripped to provide a single lane entering the roundabout and a separate right-turn lane on all four approaches. The signing and striping were upgraded to ensure drivers approaching the roundabout reduce their speed and select the appropriate lane when entering the roundabout. Staff has been monitoring the intersection and has noted that traffic is now flowing much more smoothly through the roundabout. In addition, bicyclists have provided favorable comments about the single lane operation. A full report to the City Council will be provided during the summer of 2016 when at least six months of data will be available associated with the new single lane configuration.
7. The Avenue 52 Perimeter Landscaping and Adams Street/Corporate Center Drive Traffic Signal projects are scheduled for acceptance by City Council on September 15.

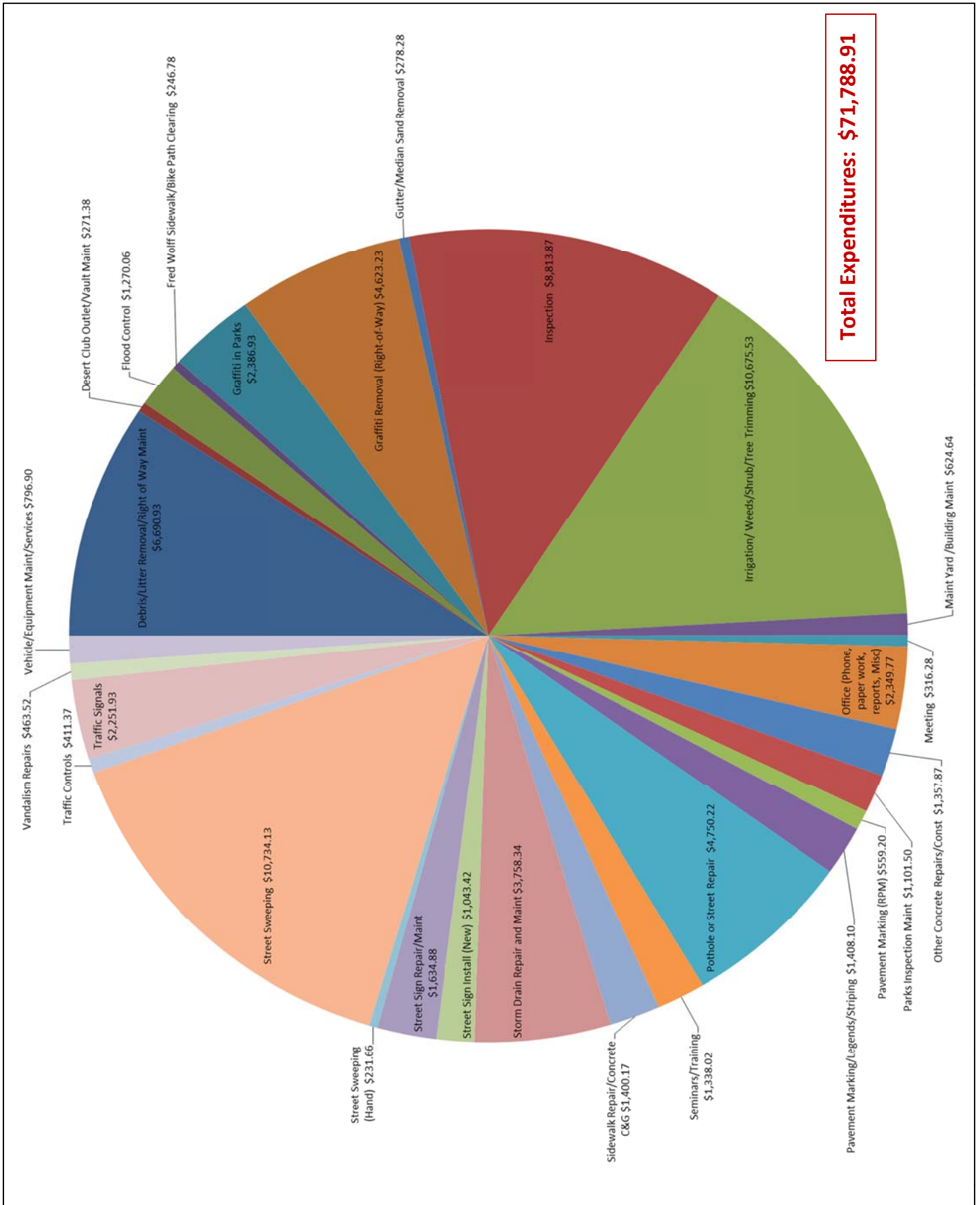
8. The contractor for the Sports Complex and YMCA Americans with Disabilities Act Improvements Project (Phase 1) has started removal and replacement of the on-site sidewalk. The project is anticipated to be complete by mid-September.
9. The contractor for the Fiscal Year 2015/2016 Slurry Seal Project is applying slurry in the north La Quinta neighborhoods. Work is expected to be completed by early October.
10. Work has started on both the 10th Anniversary Library Interior Improvements and the La Quinta Library Parking Lot/Landscape Improvements projects. They are expected to be completed by early October.
11. Work is anticipated to begin on the Monroe Street Rehabilitation Project in mid-September.
12. On-site construction continues at the various private development projects including Andalusia, Griffin Ranch, Signature, Darby Estates, Century Theatres, and others.

Attachments:

1. Maintenance Expenditures by Task for July
2. Maintenance Expenditures by Task for August
3. Customer Satisfaction Survey Details for July & August



Maintenance Expenditures by Task for July 2015

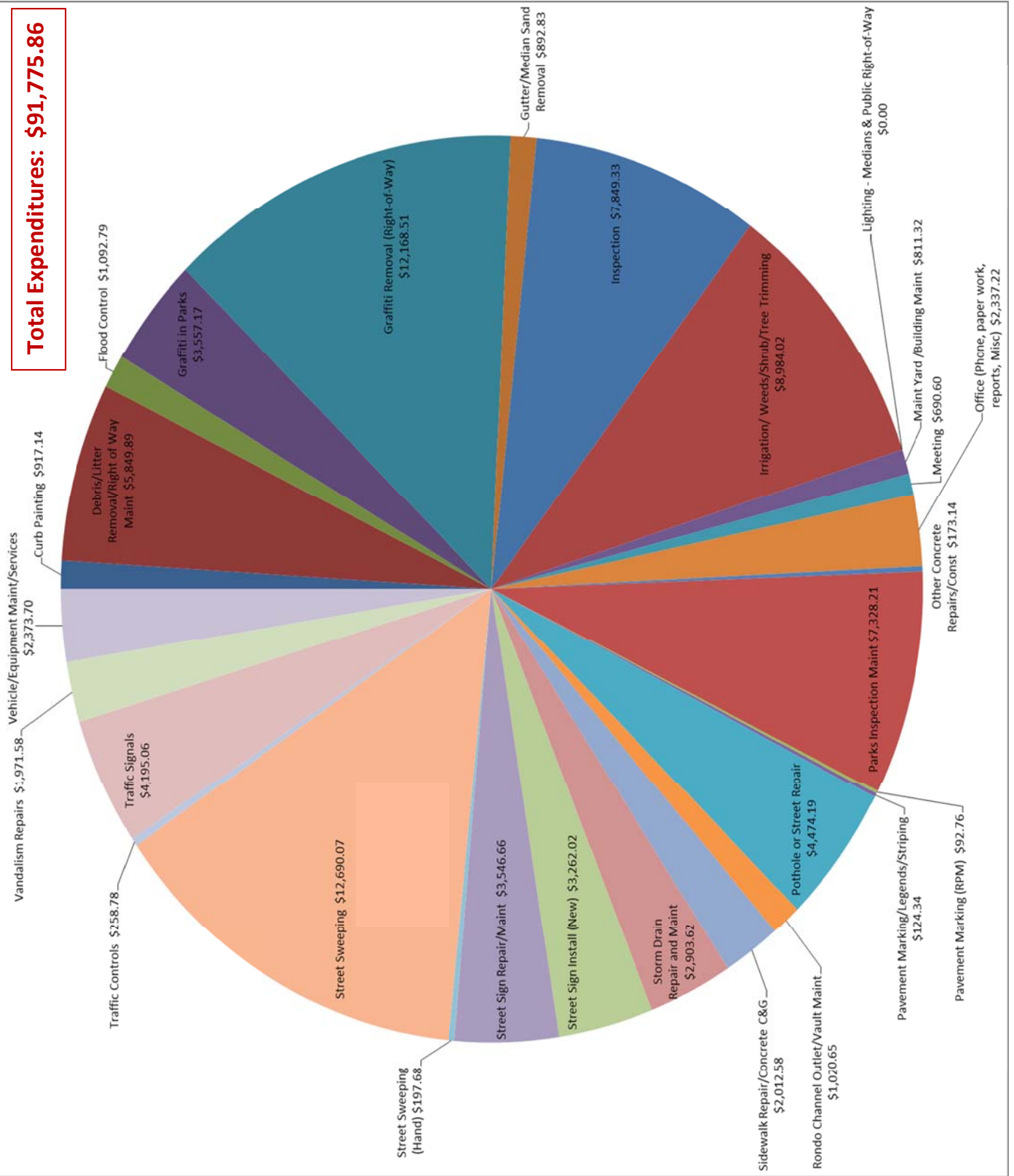


**Total Expenditures: \$71,788.91**



# Maintenance Expenditures by Task for August 2015

**Total Expenditures: \$91,775.86**







## Customer Satisfaction Survey Details 07/01/2015 to 08/31/2015

Request: 15033	Survey Entered: 07-01-2015 Request Entered: 06/23/2015 Closed: 06/24/2015 Days Open: 1 Topic: Traffic Signals - 1082
Employee: Kris Gunterson	Customer: Jen Orkney
Description:	Red light out at Jefferson and Pomelo
Reason Closed:	Replaced overhead Red, Yellow and green Led lights for EB traffic.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Exceeded
Comments:	Difficult to add location on app, but eventually got it.
Request: 15069	Survey Entered: 07-06-2015 Request Entered: 06/24/2015 Closed: 06/29/2015 Days Open: 5 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Sally Shelton
Description:	I believe it is an absent resident.. Water runs down the sireet every night. Owner needs to know about issue ..
Reason Closed:	completed.
Employee Effectiveness:	N/A
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Exceeded
Comments:	Thank you for the prompt attention!
Request: 15083	Survey Entered: 07-06-2015 Request Entered: 06/26/2015 Closed: 06/29/2015 Days Open: 3 Topic: Traffic Signals - 1082
Employee: Kris Gunterson	Customer: Douglas Kinley III
Description:	Mr. Douglas Kinley III notified Mr Kris Gunterson that there was a Red Ball out at the 10ft level on the SEC for EB traffic.
Reason Closed:	Replaced Red Ball with new LED bulb.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	The expedience and instantaneous feedback by employee and service.
Request: 15096	Survey Entered: 07-08-2015 Request Entered: 06/29/2015 Closed: 07/01/2015 Days Open: 2 Topic: Pothole or Street Repair - 1001
Employee: James Lindsey	Customer: John Rogoff
Description:	Previous request 14629 has not been completed and I could not complete survey to report this fact. Repairs were only done on a third of the breaks and cracks in deteriorating street, needs to be inspected and repaired.
Reason Closed:	other work orders still open this one is done
Employee Effectiveness:	Poor
Response Times:	Average
Employee Courtesy:	N/A
Expectations Met:	Below
Comments:	Requested/reported road bed issues have not been resolved

Request: 15140	Survey Entered: 08-13-2015 Request Entered: 06/30/2015 Closed: 08/06/2015 Days Open: 37 Topic: Street Sign Install (New) - 1009
Employee: James Lindsey	Customer: Coleen Geraciamos
Description:	I would like a Welcome to La Quinta sign with population at the City limits at Jefferson and Dunbar. This is very welcoming to the residents and it use to be there until the new development started. Please send me an email with what can be done. Thank you.
Reason Closed:	city limit sign was put up work done
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded
Comments:	I initially wrote to Tustin Larson back in June to inquire about a missing sign. He immediately responded to my request and sent the information to Tommi Sanchez who was awesome! He responded quickly and followed through with my request from the beginning to the end. I totally appreciate the joint efforts of the City of La Quinta to get the sign replaced. Thank you guys!
Request: 15172	Survey Entered: 07-15-2015 Request Entered: 07/01/2015 Closed: 07/08/2015 Days Open: 7 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Sally Shelton
Description:	Sprinklers need adjusting..., water runs down the street mornings and evenings.. It's my neighbor at 52325 Avenida Juarez.. Seems not to be as bad as it has been, but still a waste. Thank you..
Reason Closed:	We have left messages at the property to adjust the irrigation system. If this continue to be an issue it will be referred to Code Compliance.
Employee Effectiveness:	Good
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Met
Comments:	Appears that the note worked... water has not been running down the street at all... thank you for us ALL!
Request: 15287	Survey Entered: 08-06-2015 Request Entered: 07/11/2015 Closed: 07/30/2015 Days Open: 19 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Ron Perkins
Description:	Water runoff from residential sprinklers. Ongoing for months. Leaves pools of water along the curb downhill from the location. Water next to my house is green with mold and debris. Perfect mosquito breeding ground. Every time I clean and remove standing water, it returns within 2 days. Water passes 4 or 5 houses including mine and ends up pooling in the intersection of Montezuma and Herrera. The location is the house NEXT DOOR to 51324 Herrera. I can't locate any numbers on the violator house, but the there is a for sale sign on the property, and often a car in the driveway.
Reason Closed:	completed.
Employee Effectiveness:	N/A
Response Times:	Poor
Employee Courtesy:	N/A
Expectations Met:	Below
Comments:	I filed a concern on July 11th and expected some sort if contact. The website indicted I would be contacted within 5 days. Even after I sent a follow up after 5 days asking about the progress of my concern, I was not contacted. The only contact I was given was on July 30th indicating the case was closed /completed. Poor quality all the way around.

Request: 15354	Survey Entered: 08-04-2015 Request Entered: 07/16/2015 Closed: 07/28/2015 Days Open: 12 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Bill Aitken
Description:	Overgrown empty lot
Reason Closed:	Work done
Employee Effectiveness:	N/A
Response Times:	Superior
Employee Courtesy:	N/A
Expectations Met:	Met
Comments:	good job

Request: 15528	Survey Entered: 08-06-2015 Request Entered: 07/28/2015 Closed: 07/30/2015 Days Open: 2 Topic: Graffiti Removal (Right-of-Way) - 1071
Employee: James Lindsey	Customer: Jeff Smith
Description:	Graffiti sprayed on concrete wall flood control channel, top of the cove, near the dam. Please remove or over spray graffiti.graffiti removed. Thanks, Jeff Smith
Reason Closed:	completed.
Employee Effectiveness:	Good
Response Times:	Average
Employee Courtesy:	Good
Expectations Met:	Met

Request: 15694	Survey Entered: 08-18-2015 Request Entered: 08/09/2015 Closed: 08/11/2015 Days Open: 2 Topic: Graffiti Removal (Right-of-Way) - 1071
Employee: James Lindsey	Customer: S. Pendergraph
Description:	Please remove the graffiti at: 1) The sign post on the corner of Durango and Vallejo 2) The S.E. curb at Vallejo and Sonora 3) The water drain curb near the above S.E. corner, just 15 ft. south on Vallejo. 4) The Stop sign on Vallejo and Sonora/Ensenada. Thanks! graffiti removed.
Reason Closed:	completed.
Employee Effectiveness:	Good
Response Times:	Good
Employee Courtesy:	Superior
Expectations Met:	Met

