



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: July 15, 2014

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR JUNE 2014

1. Staff accepted 16 students into its Summer Internship Program, which started June 15 and will conclude on July 25, 2014. A total of eight classes are being taught by Public Works staff, and a weekly brown bag lunch hosted by the City Manager, City Attorney, and department directors is also offered. Class topics and activities include: development entitlement and plan check process; capital improvement program process; field visits to project locations; GIS and AutoCAD mapping; traffic signal operations; equipment operations; and maintenance field work such as filling potholes and graffiti removal. Students will average 25 to 30 volunteer hours each this summer, and a graduation luncheon is scheduled for July 29, 2014.
2. For the month of June, the total for all maintenance expenditures recorded in GOREquest was \$140,435.82 with traffic signals, pot holes, street sweeping, irrigation work, and street sign installation being among the highest tasks in terms of cost. Public Works maintenance workers recorded 1,509 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 GOREquest system. A total of eight surveys were received for the month of June, with residents commenting on staff's effectiveness relative to handling reported issues (most rate staff as "superior"). A sampling of surveys is provided as Attachment 2 and includes positive comments such as the ones below:
 - *"I...would like to let you know that I enjoy this way of being able to communicate with the city."*
 - *"You met the timeline you proposed within a few days and it was very much appreciated."*
 - *"The girl I spoke to when I called was very helpful...the employees that trimmed the trees were here and did the trees without me even knowing."*
 - *"Thanks City of La Quinta for your quick response."*

4. Work continues on the County's Fred Waring Drive widening project between Adams Street and Port Maria Road. Traffic has been re-routed to the north side during construction of the south side improvements. The contractor has installed the irrigation and landscaping in the median, and is currently placing decomposed granite and cobble in the median. The sound walls on the south side have been constructed and are in the process of being painted and stuccoed. Paving of the south side of the road is scheduled for July 24 and July 25. Pedestrian access will be restricted throughout construction due to the removal of sidewalk on the south side of the street. Ultimately, Fred Waring Drive will be three lanes in each direction. The project is on schedule for completion in August 2014.
5. The contractor for the La Quinta Wellness Center project has completed demolition of the interior of the building. City staff has returned comments from the second round plan check on the building plans and the architect is addressing them. The portions of the facility not affected by the project will remain open during construction, which is scheduled to be completed by early 2015.
6. The contractor for the La Quinta Park Miscellaneous Americans with Disabilities Act Improvements is nearing completion of the improvements at La Quinta Park and will be starting the improvements at the Library. The project is on schedule for completion in mid to late July 2014.
7. The Pavement Management Plan contractor has completed constructing the base asphalt course on Avenida Bermudas and Avenue 52 and is scheduled to complete the base asphalt course on Calle Tampico and Park Avenue the week of July 7.

Attachments: 1. Total Maintenance Cost pie chart
 2. Sampling of GOREquest resident surveys

Sampling of Customer Satisfaction Surveys Month of June 2014

Request: 8896	Survey Entered: 06-11-2014 Request Entered: 05/22/2014 Closed: 06/04/2014 Days Open: 13 Topic: Traffic Signals - 1082
Employee: Bryan McKinney	Customer: Amelie Bernard
Description:	The left turn signal (turning left onto Sagebrush from Washington) does not seem to sense cars for left hand turns. It often takes a few minutes before the light turns green.
Reason Closed:	Video detection is working properly. Message was left that the signal is in coordination with adjacent signals on Washington. That is the reason for the delay. There was a trial to half cycle the signal but rear end crashes increased significantly and so the signal was put back into a full cycle. The cycle length will be shortened for the summer months after school ends until the season traffic returns. This was all communicated to Ms. Bernard in the message with a request for a call back if she had any questions.
Employee Effectiveness:	Good
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Exceeded

Request: 9015	Survey Entered: 06-09-2014 Request Entered: 05/30/2014 Closed: 06/02/2014 Days Open: 3 Topic: Traffic Signals - 1082
Employee: Kris Gunterson	Customer: Kelly Groves
Description:	Traffic light flashing red
Reason Closed:	Not our intersection.
Employee Effectiveness:	Below Average
Response Times:	Below Average
Employee Courtesy:	Below Average
Expectations Met:	Below

Request: 9025	Survey Entered: 06-16-2014 Request Entered: 05/30/2014 Closed: 06/09/2014 Days Open: 10 Topic: Irrigation/ Weeds/Shrub/Tree Trimming - 1040
Employee: James Lindsey	Customer: Martha Alvarez
Description:	Ms. Alvarez complaining about two big trees in the City ROW dropping violet flowers in her backyard and pool. Her home is up against Adams Street. She would like the trees removed or trimmed back so they don't hang over her yard.
Reason Closed:	Job done.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	No answer
Expectations Met:	Exceeded
Comments:	The girl I spoke to when I called was very helpful, she took care of placing my complaint and told me how to get on the City Of La Quinta page if I had anything else to be taken care of. The employees that trimmed the trees were here and did the trees without me even knowing. Thanks City of La Quinta for your quick response. Martha D. Alvarez

Request: 9069	Survey Entered: 06-26-2014 Request Entered: 06/02/2014 Closed: 06/19/2014 Days Open: 17 Topic: Debris/Litter Removal/Right of Way Maint - 1011
Employee: James Lindsey	Customer: Monique Curtis
Description:	The palm trees on Washington just south of Tampico Are completely messing up pools and patios please have to city trimmed them as soon as possible
Reason Closed:	Job done.
Employee Effectiveness:	Superior
Response Times:	Superior
Employee Courtesy:	Superior
Expectations Met:	Met
Comments:	You met the timeline you proposed within a few days and it was very much appreciated. I would also like to comment on another request I had place a few months ago regarding the state of the Citrus Wall at the end of La Fonda that had fallen during the flood, I was pleased to see today after returning to town after a short absence that they had started work on rebuilding their wall and hope that that is resolved soon as well. I also would like to let you know that I enjoy this way of being able to communicate with the city. Thank you Monique Curtis