

# 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: December 16, 2014

SUBJECT: PUBLIC WORKS DEPARTMENT REPORT FOR NOVEMBER 2014

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1. For the month of November 2014, the total for all maintenance expenditures recorded in GOREquest was \$81,532.95, with debris removal, street sweeping, irrigation work, and traffic signals being among the highest tasks in terms of cost. Public Works maintenance workers recorded 1,358 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 five surveys in the month of November 2014, 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:
  - 100% of respondents rated Employee Courtesy as "Superior" or "Good"
  - 80% of respondents rated Response Times as "Superior"
  - 80% of respondents indicated "Exceeded" or "Met" under Expectations Met
  - 60% of respondents rated Employee Effectiveness as "Superior" or "Good"

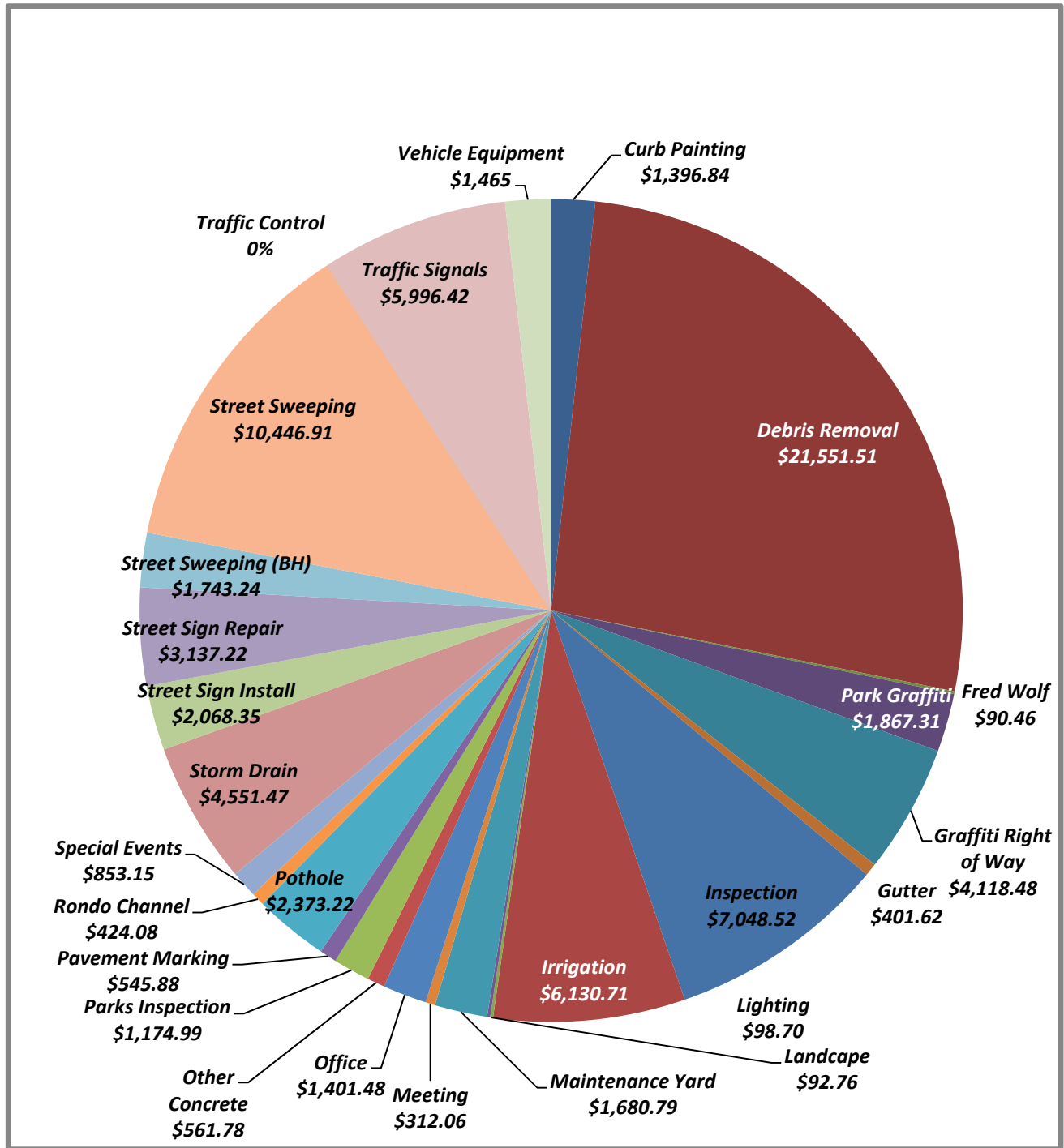
Surveys also include positive feedback from residents, who are pleased to be "able to report online at the time an incident is occurring."



3. The Citywide Slurry Seal Project has been completed, and is scheduled for final acceptance by City Council on December 16.
4. The contractor for the Wellness Center continues with the interior remodel and construction of the new addition. The contractor is currently removing and replacing the existing roof tile. A small portion of the building has been released for occupancy by City staff. The project is anticipated to be completed in January 2015.
5. The La Quinta Retirement Community on Seeley Drive (The Palms at La Quinta) is nearing completion and is scheduled to open on December 15, 2014.
6. The Griffin Ranch Clubhouse has been completed and a grand opening was held in early November. In the meantime, construction of the new homes within the development continues.
7. The Darby Estates Project, located on Darby Road, was paved on December 4. The model homes are nearly complete and are scheduled to open by the end of the year.

Attachment: 1. Total Maintenance Cost for November 2014 pie chart

# Total Maintenance Cost November 2014



**Total Expenditures:  
\$81,532.95**