

## PUBLIC WORKS MONTHLY REPORT MAY 2019

The Public Works (PW) Department is one of the largest departments within the City of Beverly Hills, with a budget of \$116.7 million dollars. It consists of four divisions: utilities, engineering, facility operations, and project administration. These divisions are broken down into 14 bureaus, with approximately 216 full-time staff members, and 69 part-time staff members.

Our commitment is evident in our daily community involvement and attentiveness to our customers' need. Our vision is "Service Exceeding Expectations."

Our mission is to provide quality public works services for all who experience the world-class City of Beverly Hills.

Below is a summary of Public Works' operations for May. In addition to the items below, there are many ongoing projects in various stages that the PW staff are involved with. If additional information is needed, please let us know.

### Significant Incidents, Events, & Information:

- Provided citywide support for the following events: Fire Service Day, Police Pancake Breakfast, Mother/Son Event at Greystone Mansion, Beverly Hills Art Show, Eagle Scouts and the reopening of Beverly Gardens.
- Staff installed 2,900 ft. of fiber optic cable related to CCTV for BHPD.
- Planting crews worked various sites in the City; beneficial insects were released on Charleville between Canon and Peck.
- BHPD CCTV installations and re-lamping safety lights with LEDs along South Santa Monica Blvd.
- Public Works staff responded to the power outage that affected areas throughout the City.
- Installed 376 LED traffic signal safety lights at controlled intersections throughout the City.
- Fleet put three (3) new replacement vehicles in service for PD.
- Repaired and restored full water service to the main break at 1100 Summit.
- To enhance customer service levels, staff installed new parking meter sticker labels referencing the Public Works Customer Service number on 675 parking meters (East End, Wilshire, and Business Triangle). This detail conveniently lists the phone number for customers to call should they have any parking meter related questions.
- Attended and repaired a broken water service line that supplies water to Mastro's Steakhouse on N. Canon Drive. The water line was broken by a contractor.



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### Department Highlight: Inspections Bureau

This month, the Public Works Department is excited to feature the Inspections Bureau.

The Inspections Bureau is part of the Engineering Division and is responsible for inspecting and verifying completed work in the public right-of-way. Typical duties include the following:

- Inspect work conducted by City contractors related to Capital Improvement Projects to ensure contractors are meeting contract requirements and their work is in accordance to City standards.
- Provide inspections to residential work, such as sewer lateral repairs.
- Inspecting and approving work performed by utility contractors, including SCE, AT&T, Spectrum, SoCal Gas and their contractors.

The range of project activities includes street paving, water main installations, mainline sewer rehabilitation, traffic signal and streetlight upgrades, and reservoir replacements. The Inspections Bureau is also involved in Fiber to the Premises (FTTP), CCTV installations and the oil well plugging operations. The inspectors work closely with the utility companies to help provide a continuous, reliable service to the residents and businesses of Beverly Hills, often getting involved in emergency outages. As work is scheduled to be as minimally intrusive as possible, substantial work is scheduled outside of regular business hours. It is common to find inspectors working overnight shifts and weekends.

Many of the inspectors previously worked in other Public Works operations before promoted to the Inspector position. This brings field experience from various disciplines to ensure the final product meets the needs of maintenance staff in the future. A good understanding of City infrastructure plays an essential role in the performance of an Inspector's duties. Having a well-rounded construction background in asphalt and concrete is also beneficial. Inspectors work collaboratively with both internal and external customers to accomplish their tasks and assignments. The ability to develop positive relationships with contractors and City staff helps achieve positive results.

We thank the Inspections Bureau for all of their hard work and dedication that they provide daily.





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BUREAU	PERFORMANCE MEASURE	TARGET	Mar-19	April-19	May-19
Environmental Services	Sanitary Sewer Overflows (SSOs)	< 6	0	0	0
Environmental Services	Beach closures attributed to SSOs from BH	0	0	0	0
Environmental Services	Missed or Delayed Pickups	< 10	24	28	19
Environmental Services	Diversion Rate	> 60%	62.73%	63.88%	65.71%
Environmental Services	Alleys serviced by Alley Maintenance crews	492	490	490	490
Environmental Services	Number of Property Damage Claims Due to ROW Flooding	0	0	0	0
Environmental Services	Average Dollar Amount of Claims Due to ROW Flooding	\$0	\$0	\$0	\$0
Water Operations	Compliant Water Quality Samples	100%	100%	100%	100%
Water Operations	Mainline Breaks	< 1.25	1	0	3
Water Operations	Events Resulting in Outages > 4 Hours	0	0	0	1
Logistics	Fleet Availability Time	95%	97%	97%	97%
Facility Operations	Number of Reactionary Work Orders	< 15%	36%	33%	30%
Facility Operations	Number of Preventative Maintenance Work Orders	> 85%	15%	67%	70%
Administration	Time to Process < \$50K Contracts	14	8.1	9.3	8.75
Administration	Time to Pay Invoices	30	39	35	27
Administration	Number of workplace injuries	0	1	0	2
Administration	Workers Compensation Claim Payments	10% < 3 Year Average	\$230	\$0	\$0
Administration	Number of preventable traffic collisions involving PW employees reported each month	0	2	4	2
Customer Service	Customers Reporting "Satisfied" on Survey	95% of Responses Greater Than 3+	91.6%	91.2%	92%
Customer Service	Customer service calls answered without transferring	90%	72.6%	74.9%	74.1%
Street Maintenance	Reports of Trips/Falls re: Confirmed Sidewalk Defects	0	2	1	3
Traffic Signals	Unplanned Traffic Signal Outages > 1 Hour	0	2	2	2
Urban Forest	Number of unplanned tree emergencies	0	1	19	0
Inspections	Public Works Permits Initiated	25	36	48	25
Park Maintenance Bureau	Deficiency Hours	< 200	324	278	298
Parking Services Bureau	Uptime of Parking Meters	> 98%	99.8%	99.6%	99.6%
Parking Services Bureau	Parking Transactions	316,667	293,040	278,265	294,374
Parking Services Bureau	Zero-Cost Parking Transactions	225,000	202,565	193,311	201,468