

PUBLIC WORKS MONTHLY REPORT APRIL 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 March. 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:

- Planned and executed a successful Earth Day Celebration
- Provided citywide support for Badge Marathon, such as the following: PW staffing at the EOC, street closure preparation, standby field staff strategically positioned on the north and south side of the marathon route to respond to emergency calls, street cleaning after the event and coordinated efforts to re-open streets after the event.
- Staff received two grant funding award notices from the AQMD Mobile Source Air Pollution Reduction Review Committee (MSRC) program. The Department has been awarded \$50,000 to partially fund the purchase of PW heavy duty near zero emission cleaner air vehicles and \$85,272 to help fund the CNG expansion project.
- Planned and executed a successful Arbor Day Celebration
- The City was awarded the 34th Consecutive Tree City USA Award as well as a Proclamation from Mayor Mirisch.



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Department Highlight: Project Management Bureau

This month the Public Works Department is excited to feature the Project Management (PM) Bureau.

The PM Bureau is part of the Engineering Division and is responsible for many of the improvement projects of streets, alleys, sidewalks and utilities within the City.

Project activities include managing the planning, design and construction of capital improvement projects and reviewing right-of-way improvements for private developments, public utilities and other agencies projects (i.e. Metro, AT&T). The PM Bureau also conducts engineering plan checks, permitting, easements and land use dedication, as well as verifying all as-builts, carrying out utility research, providing GIS analytics as needed and field verifications when required.

Here are a few highlights of the PM Bureau's recent and current projects:

- Plugging of 19 oil wells at 9865 Olympic Boulevard;
- Replacement of Pump Station No. 8;
- Citywide street paving project to rehabilitate nearly 12 miles of streets and 6 miles of alleys;
- Coordination of the construction of the two Metro subway stations on Wilshire Blvd at La Cienega and near Rodeo Drive;
- Burton Way Median Green Streets project to address storm water quality in compliance with the Enhanced Watershed Management Plan (EWMP); and
- Design of upgrades to the Foothill Water Treatment Plant as well as a well and transmission line from the Central Basin at the former Coffee Bean site.

Thank you to the PM Bureau for your commitment and dedication on each and every project.





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BUREAU	PERFORMANCE MEASURE	TARGET	Feb-19	Mar-19	April-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	14	24	28
Environmental Services	Diversion Rate	> 60%	61.14%	62.73%	
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	4	1	0
Water Operations	Events Resulting in Outages > 4 Hours	0	1	0	0
Logistics	Fleet Availability Time	95%	97%	97%	97%
Facility Operations	Number of Reactionary Work Orders	< 15%	30%	36%	33%
Facility Operations	Number of Preventative Maintenance Work Orders	> 85%	20%	15%	67%
Administration	Time to Process < \$50K Contracts	14	7.5	8.1	9.3
Administration	Time to Pay Invoices	30	41	39	35
Administration	Number of workplace injuries	0	0	1	0
Administration	Workers Compensation Claim Payments	10% < 3 Year Average	\$0	\$230	\$0
Administration	Number of preventable traffic collisions involving PW employees reported each month	0	1	2	4
Customer Service	Customers Reporting "Satisfied" on Survey	95% of Responses Greater Than 3+	95%	91.6%	91.2%
Customer Service	Customer service calls answered without transferring	90%	72.8%	72.6%	74.9%
Street Maintenance	Reports of Trips/Falls re: Confirmed Sidewalk Defects	0	1	2	1
Traffic Signals	Unplanned Traffic Signal Outages > 1 Hour	0	1	2	2
Urban Forest	Number of unplanned tree emergencies	0	11	1	
Inspections	Public works permits initiated	25	33	36	
Park Maintenance Bureau	Deficiency Hours	< 200	516	324	278
Parking Services Bureau	Uptime of Parking Meters	> 98%	99.5%	99.8%	99.6%
Parking Services Bureau	Parking transactions	316,667	260,925	293,040	278,265
Parking Services Bureau	Zero-cost parking transactions	225,000	186,672	202,565	123,311

*Software Issues