

PUBLIC WORKS MONTHLY REPORT JUNE 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 June. 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: Saturday City Proms and Concerts on Canon summer concerts.
- Successfully celebrated Public Works Day with the community displaying all things public works for all to learn and enjoy.
- Environmental Maintenance Crew and Street Sweeper Operator responded to a clean-up request related to a water main break between South Rodeo Dr. / Camden Dr. and Gregory Way. The community was pleased with the staff response and result.
- 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 into the Tipu trees on the 500-700 blocks of N. Roxbury.
- Repaired an emergency main break in Beverly Hills' West Hollywood service area with minimal impact to traffic. The crew did a great job with making the needed repairs.
- Completed interior power washing at two City Parking lots.
- Accomplished street spot repairs related to water line utility improvements in the southeast area of the City.



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Department Highlight: Signals and Street Lighting

This month the Public Works Department is proud to highlight the Signals and Street Lighting section of the Street Maintenance Bureau.

The Signals and Street Lighting Section is responsible for emergency and preventive maintenance and repairs of the City’s municipal area network, 105 signal controlled intersections, over 5,500 street lights, over 1,200 public right-of-way electrical outlets used for holiday lighting, and over 800 CCTV and video detection cameras. Regular duties include maintenance and repair of street signals and street lights, installation of poles, cameras, communication equipment and other associated street lighting and signal maintenance duties.

During FY 2018-19, the Signals and Street Lighting Section achieved the following productivity accomplishments:

- Traffic Signals Repaired 413
- Street Lights Repaired 982
- Utility Locations Marked 1,299
- CCTVs Maintained 381
- CCTVs Repaired/Relocated 119
- CCTVs Designed and Installed 109
- METRO Related Responses 141
- Traffic Signals Reprogrammed 156

The Signals and Street Lighting Section is comprised of 8 staff members who work hard every day to ensure the City’s municipal area network is maintained and operating in a manner that guarantees the safety of the City’s residents, visitors, and businesses.

We thank the Signals and Street Lighting Section for their hard work and dedication every day of the year.



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BUREAU	PERFORMANCE MEASURE	TARGET	May-19	June-19	Year End
Environmental Services	Sanitary Sewer Overflows (SSOs)	< 6	0	0	5
Environmental Services	Beach closures attributed to SSOs from BH	0	0	0	0
Environmental Services	Missed or Delayed Pickups	< 10	19	20	19.7
Environmental Services	Diversion Rate	> 60%	65.71%	65.33%	62.97%
Environmental Services	Alleys serviced by Alley Maintenance crews	492	490	490	483.9
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	3	1	30
Water Operations	Events Resulting in Outages > 4 Hours	0	1	0	10
Logistics	Fleet Availability Time	95%	97%	97%	97%
Facility Operations	Number of Reactionary Work Orders	< 15%	30%	47%	33%
Facility Operations	Number of Preventative Maintenance Work Orders	> 85%	70%	53%	42%
Administration	Time to Process < \$50K Contracts	14	8.75	10.6	10.15
Administration	Time to Pay Invoices	30	27	30	31.7
Administration	Number of workplace injuries	0	2	1	18
Administration	Workers Compensation Claim Payments	10% < 3 Year Average	\$0	\$140	\$15,860
Administration	Number of preventable traffic collisions involving PW employees reported each month	0	2	3	23
Customer Service	Customers Reporting "Satisfied" on Survey	95% of Responses Greater Than 3+	92%	91.7%	85.9%
Customer Service	Customer service calls answered without transferring	90%	74.1%	73.9%	73.6%
Street Maintenance	Reports of Trips/Falls re: Confirmed Sidewalk Defects	0	3	2	15
Traffic Signals	Unplanned Traffic Signal Outages > 1 Hour	0	2	3	33
Urban Forest	Number of unplanned tree emergencies	0	0	0	78
Inspections	Public Works Permits Initiated	25	25	20	29.83
Park Maintenance Bureau	Deficiency Hours	< 200	298	343	513.7
Parking Services Bureau	Uptime of Parking Meters	> 98%	99.7%	99.7%	99.5%
Parking Services Bureau	Parking Transactions	316,667	294,374	286,754	3,402,773
Parking Services Bureau	Zero-Cost Parking Transactions	225,000	201,468	195,917	2,399,565