

PUBLIC WORKS MONTHLY REPORT MARCH 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:

- Provided citywide support for Mayoral installation, including event setup and teardown.
- Provided citywide support for LA 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.
- The City Council approved the "Keep Beverly Hills Spotless" anti-litter campaign.
- Park Maintenance staff prepped and dried the fields after the rain in time for the Little League games.
- PW staff timely responded and repaired damaged hydrants and poles resulting from vehicle accidents.
- Staff completed the removal and replacement of an 11' damaged curb & gutter (CG) in front of 300 S. Clark.
- Staff has been conducting site visits with businesses to inform them about the organics waste program and the City's ongoing efforts to increase waste diversion.



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Department Highlight: Facilities Services Bureau

This month the Public Works Department is proud to highlight the Facilities Services Bureau which includes Facilities Maintenance, Meeting Support, and Tenant Support.

The program provides maintenance and repair functions to 65 City facilities encompassing over 3,000,000 square feet; meeting support services to all departments; tenant support for leased space; implementation of small construction projects; and manages the custodial, special events, plant engineering, elevator maintenance and exterminator service contracts. Facilities Services provides support to the City's retail and commercial tenants by providing services through their lease agreements, such as janitorial services, lamp replacements, building maintenance, plumbing services, and repair to HVAC systems.

Facilities Services manages smaller scale projects such as carpet replacement, furniture replacement, capital equipment replacement, minor construction work or repairs, and plumbing repairs. Facilities Services also provides effective support to the Project Administration Division through staff support and service contracts. Facility Services plays a vital support role to all City departments in the planning, setup, and breakdown of meetings and special events.

We thank the Facility Services Bureau for all their hard work, support and dedication that they provide on a daily basis.





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| BUREAU | PERFORMANCE MEASURE | TARGET | Jan-19 | Feb-19 | Mar-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 | 15 | 14 | 24 |
| Environmental Services | Diversion Rate | > 60% | 71.67% | 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 | 7 | 4 | 1 |
| Water Operations | Events Resulting in Outages > 4 Hours | 0 | 5 | 1 | 0 |
| Logistics | Fleet Availability Time | 95% | 96% | 97% | 97% |
| Facility Operations | Number of Reactionary Work Orders | < 15% | 23% | 30% | 36% |
| Facility Operations | Number of Preventative Maintenance Work Orders | > 85% | 27% | 20% | 15% |
| Administration | Time to Process < \$50K Contracts | 14 | 8.7 | 7.5 | 8.1 |
| Administration | Time to Pay Invoices | 30 | 31 | 41 | 39 |
| Administration | Number of workplace injuries | 0 | 2 | 0 | 1 |
| Administration | Workers Compensation Claim Payments | 10% < 3 Year Average | \$7,531 | \$0 | \$230 |
| Administration | Number of preventable traffic collisions involving PW employees reported each month | 0 | 3 | 1 | 2 |
| Customer Service | Customers Reporting "Satisfied" on Survey | 95% of Responses Greater Than 3+ | 89.9% | 95% | 91.6% |
| Customer Service | Customer service calls answered without transferring | 90% | 73.3% | 72.8% | 72.6% |
| Street Maintenance | Reports of Trips/Falls re: Confirmed Sidewalk Defects | 0 | 0 | 1 | 2 |
| Traffic Signals | Unplanned Traffic Signal Outages > 1 Hour | 0 | 3 | 1 | 2 |
| Urban Forest | Number of unplanned tree emergencies | 0 | 10 | 11 | 1 |
| Inspections | Public works permits initiated | 25 | 32 | 33 | 36 |
| Park Maintenance Bureau | Deficiency Hours | < 200 | 473 | 516 | 324 |
| Parking Services Bureau | Uptime of Parking Meters | > 98% | 99.62% | 99.5% | 99.8% |
| Parking Services Bureau | Parking transactions | 316,667 | 284,183 | 260,925 | 293,040 |
| Parking Services Bureau | Zero-cost parking transactions | 225,000 | 197,376 | 186,672 | 202,565 |

*Software Issues