

PUBLIC WORKS MONTHLY REPORT FEBRUARY 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 management. 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 February. 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:

- Fleet Services placed into service two new replacement vehicles for the Police Department Traffic Control Division and one replacement vehicle for Public Works Parks Maintenance Division.
- Wastewater assisted on reported sewer backups, cleaned mud debris and address soapy water discharging out of a drain pipe into the street.
- Water Operations conducted a 4 hour emergency exercise of all diesel booster pumps. Located at all water distribution reservoirs, the diesel booster pumps provide added pumping capacity for fire flow protection and also in the event of a power outage, are the backup booster pumps. Water was conveyed without equipment interruption or failure during the 4 hour emergency exercise.
- The operational control system for the water production and distribution system has been upgraded to allow power monitoring throughout the system. Power monitoring will provide data to support efforts to pursue energy efficiency grant funding for the pending Water Treatment Plant rehabilitation project.
- Public Works provided support for the Vanity Fair special event, including street closures, parking assistance, facilities request and operating the emergency operation center.
- Staff worked with SCE on an emergency replacement of a power pole.



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Department Highlight: Park Maintenance Bureau

This month, the Public Works Department is proud to highlight the Park Maintenance Bureau:

The Bureau is responsible for the standardized maintenance of landscaped areas and sport field areas at the following locations:

- Beverly Gardens Park
- Coldwater Canyon Park
- Greystone Gardens
- La Cienega Park
- Roxbury Park
- Will Rogers Park
- Civic Center Campus
- Downtown business triangle
- Reservoir sites
- Arnaz Mini Park
- Crescent Drive Mini Park
- Hamel Mini Mark
- Maltz Mini Park
- Oakhurst Mini Park
- Rexford Mini Park
- Reeves Mini Park

This program consists of 21 full-time employees and a contracted landscaping vendor. The Parks Maintenance Bureau provides routine maintenance of 101 landscaped acres, including weekly mowing of turf grass areas, daily trash pickup and debris removal, maintenance of planter beds, installation of annual flowers and shrubs, and path and hardscape maintenance as needed.

The goal is to maintain the outdoor aesthetics of the community by providing regular landscape maintenance services while being fiscally and environmentally responsible with the irrigation and maintenance of the City's landscaped areas.

An in-house Certified Playground Inspector performs bi-weekly playground inspections to ensure the safety of the City's play areas. The bureau takes great pride in responding to critical issues and improving park/landscape aesthetics. We enjoy setting examples for our customers and manage the irrigation system water through a centrally managed water system to be more water efficient.

We thank the Park Maintenance Bureau for their hard work and dedication every day of the year to keep our City clean and green.





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BUREAU	PERFORMANCE MEASURE	TARGET	Dec-18	Jan-19	Feb-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	20	15	14
Environmental Services	Diversion Rate	> 60%	58.10%	71.67%	61.14%
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	7	4
Water Operations	Events Resulting in Outages > 4 Hours	0	0	5	1
Logistics	Fleet Availability Time	95%	97%	96%	97%
Facility Operations	Number of Reactionary Work Orders	< 15%		23%	30%
Facility Operations	Number of Preventative Maintenance Work Orders	> 85%		27%	20%
Administration	Time to Process < \$50K Contracts	14	12.8	8.7	7.5
Administration	Time to Pay Invoices	30	30	31	41
Administration	Number of workplace injuries	0	3	2	0
Administration	Workers Compensation Claim Payments	10% < 3 Year Average	\$9,351	\$7,531	0
Administration	Number of preventable traffic collisions involving PW employees reported each month	0	0	3	1
Customer Service	Customers Reporting "Satisfied" on Survey	95% of Responses Greater Than 3+	87.20%	89.9%	95%
Customer Service	Customer service calls answered without transferring	90%	N/A*	73.3%	72.8%
Street Maintenance	Reports of Trips/Falls re: Confirmed Sidewalk Defects	0	0	0	1
Traffic Signals	Unplanned Traffic Signal Outages > 1 Hour	0	1	3	1
Urban Forestry	Number of unplanned tree emergencies	0	4	10	11
Inspections	Public works permits initiated	25	30	32	33
Park Maintenance Bureau	Deficiency Hours	< 200	397	473	516
Parking Services Bureau	Uptime of Parking Meters	> 98%	99.53%	99.62%	99.5%
Parking Services Bureau	Parking transactions	316,667	294,866	284,183	260,925
Parking Services Bureau	Zero-cost parking transactions	225,000	205,477	197,376	186,672

*Software Issues