

PUBLIC WORKS MONTHLY REPORT JANUARY 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 January. 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 due to SCE outage.
- Fleet Services rebuilt the cooling system on the emergency backup generators for the Police Department. Fleet performed the repairs on the weekend in one day to minimize downtime.
- Completed its storm watch protocol to minimize impacts and provided citywide assistance for rain storm-related requests.
- Park staff, along with Facilities, worked on and cleared a drain at Roxbury Park.
- PW staff responded and repaired three emergency main breaks triggered by a hit hydrant.



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Department Highlight: Parking Services Bureau (PSB)

This month the Public Works Department is proud to highlight:

PSB provides management services to the City's Parking Authority structures, operates the Parking Facility Administration, and manages nineteen City-owned parking facilities. It also includes the Parking Meter program, which provides management services to the Parking Authority and is responsible for the maintenance, repair, collection; counting and processing of revenue for 2,600+ single-space parking meters and the 20 pay stations located in the Santa Monica Five (SM5) parking lots.

PSB is comprised of full-time (10) and part-time staff (84+) staff members who strive daily to provide quality parking and customer services. Parking Attendants and Parking Technicians are often the first and last impression a customer has of the City, with more than 3.8 million parking customers in a year utilizing the parking facilities and over 3 million parking transactions at parking meters; PSB staff takes pride in this role.

We thank the Parking Services Bureau for their hard work and dedication every day of the year.





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BUREAU	PERFORMANCE MEASURE	TARGET	Nov-18	Dec-18	Jan-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	18	20	15
Environmental Services	Diversion Rate	> 60%	69.78%	58.10%	71.67%
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	4	7
Water Operations	Events Resulting in Outages > 4 Hours	0	0	0	5
Logistics	Fleet Availability Time	95%	97%	97%	96%
Facility Operations	Number of Reactionary Work Orders	< 15%			23%
Facility Operations	Number of Preventative Maintenance Work Orders	> 85%			27%
Administration	Time to Process < \$50K Contracts	14	13.8	12.8	8.7
Administration	Time to Pay Invoices	30	23	30	31
Administration	Number of workplace injuries	0	0	3	3
Administration	Workers Compensation Claim Payments	10% < 3 Year Average	\$8,972	\$9,351	\$9,934
Administration	Number of preventable traffic collisions involving PW employees reported each month	0	1	0	3
Customer Service	Customers Reporting "Satisfied" on Survey	95% of Responses Greater Than 3+	83.60%	87.20%	89.9%
Customer Service	Customer service calls answered without transferring	90%	N/A*	N/A*	73.3%
Street Maintenance	Reports of Trips/Falls re: Confirmed Sidewalk Defects	0	1	0	0
Traffic Signals	Unplanned Traffic Signal Outages > 1 Hour	0	3	1	3
Urban Forest	Number of unplanned tree emergencies	0	1	4	10
Inspections	Public works permits initiated	25	27	30	32
Park Maintenance Bureau	Deficiency Hours	< 200	532	397	473
Parking Services Bureau	Uptime of Parking Meters	> 98%	99.64%	99.53%	99.62%
Parking Services Bureau	Parking transactions	316,667	282,399	294,866	284,183
Parking Services Bureau	Zero-cost parking transactions	225,000	198,874	205,477	197,376

*Software Issues