

# **Attachment 3**

# Department Successes & Accomplishments

2013-2014



# Public Works Services Department

## 2013-2014 Successes & Accomplishments

### Solid Waste Division

- Captured a rate adjustment error in April during a commercial contract audit, resulting in a \$150,000 credit back to the City
- The State Diversion Rate (SDR) requirement is 50% and the City of Beverly Hills Solid Waste Division has a 75% SDR, exceeding expectations by 25%
- Decreased our carbon footprint by reducing 36 routes a week to 35 routes a week
- Completed Phase 1 of the lid replacement project by replacing 1,282 refuse container lids, anticipating replacing an additional 3,500 containers in the FY 2014-2015
- Recycled over 28,800 lbs. of plastic, returning \$ 11,465.00 back to fund balance saving the City \$700 to \$1,000 in ongoing disposal cost
- Installed into service two new CNG refuse trucks, significantly reducing our carbon footprint and reducing fuel costs
- The Solid Waste Division responded to over 1,535 service request just in Hansen for FY 2013-14, which was a slight increase from FY 2012-13 of 123 additional responses input into Hansen
- Environmental Services abated over 107 graffiti request for FY 2013-14 which is an increase from 86 request completions in FY 2012-13
- Environmental Services pressure washed over 200 miles of commercial district side walk with a goal is to double with the filling of two new positions and more equipment
- Environmental Services maintained approx. 1,300 tree wells
- Street sweeping, swept over 13,824 miles of curb lane with a goal is to increase with the filling of a position

### **Street Maintenance Division**

- Has poured over 230 yards of concrete. Over 3680 sq. ft. of sidewalk
- Has laid over 92 ton of Asphalt
- Has painted over 99,000 linear feet of curb
- Has changed over 800 pour conditioned sings to meet MUTCD specification
- Has continued the 5% annual STOP sign change out program
- Has re-painted all of the School zone prior to school start date
- Has completed the first wave of the new bus bench installation

### **Wastewater Disposal Division**

- Regarding the maintenance of City Sanitary Sewer Systems, the Division has so far this calendar year cleaned 910,856 lineal feet of sewer lines. That equates to 172 miles of pipe
- In the area of storm drains and catch basins, the Division has maintained the City's storm water drains and catch basins
- The Division continues to mark USAs for Sanitary Sewer, Storm Drain, and Water Divisions
- The Division is in the process of receiving a new CNG powered Combo-unit to further enhance our response to service request.
- We have been making a focused effort to utilize programs such as Hansen and Munis to improve our tracking and reporting efforts
- During the 2013-2014 fiscal year, we recruited two additional personnel, including a Utility Locater for USAs and a Senior Drainage Maintenance Worker

### **Signals and Lights Division**

- Repaired electrical and fixtures for the Wilshire Gateway
- Installed video and ALPR cameras for the Police Department at NSM Wilshire and NSM at Beverly Drive
- Replaced aged traffic controller cabinets along Olympic Blvd
- Relocated Street Light poles and pull-boxes on Virginia Place at Camden, Rodeo and Daniels to accommodate ADA ramps
- Installed approximately 20,000 feet of copper wire due to theft
- Responded to over 400 Underground Service Alerts
- 20 street light poles replaced due to traffic accidents
- 3 electrical services replaced due to traffic accidents
- Installed traffic signal network communications from 345 Foothill to the new warehouse shop

- Responded to approximately 250 Hansen Service Request plus call-ins and email request

### **Vehicle and Maintenance Division**

- Successfully specified, purchased and placed into service 31 new fleet vehicles at a cost of @\$1M.
- Successfully established an auction contract and disposed of 58 surplus vehicles and equipment at cost revenue to the City of \$80K.
- Assisted with the installation and completion of the on-board vehicle video system pilot.
- Successfully worked with the Capitol Assets Division to complete Fleet Service Center alternative fuel compliance measures.
- Specified and purchased a new Waste Water Combination Vehicle to be delivered within the next few weeks
- Facilitated multi-divisional mobile data terminal purchase, upgrade and replacements. Police Department has been completed, Traffic Control is in process and Fire Department will be soon to follow
- Established service contract for maintenance and repair of the City compressed natural gas fueling station and are in the process of implementation
- Successfully specified, purchased and placed into service two new Fire Department Rescue vehicles at a cost of @\$600K
- Successfully specified, purchased and pre-constructed three new Fire Department Engines at a cost of \$2M, with delivery to occur in March of 2015
- Within the last 15 months, a Fleet Supervisor has successfully transitioned to the Fleet Manager position
- Within the last 11 months, an Equipment Mechanic II has successfully transitioned to the Fleet Supervisor position
- Successfully received approval of new Lead Mechanic job description
- Successfully tested, interviewed and are in the hiring process for the two vacant Equipment Mechanic II positions
- Fleet Employee Kevin Jones has been selected for an Employee Excellence Award for 2014
- Fleet Employee Greg Foerster has successfully passed his probationary period
- Completed 694 preventive maintenance services in FY14-15 at a cost of \$412K. This consistent from the prior fiscal year of 719 PM services at a cost of \$436K
- Successfully achieved the 90% fleet availability mark for FY14-15. This is up from the prior fiscal year fleet availability percentage of 84%. Industry standard is 85%
- Successfully processed 1,487 work orders in FY14-15 at a cost of \$1.3M, which is consistent with the prior fiscal year of 1,475 work orders at a cost of \$1.3M

## **Water Division**

- Removed and replaced over 800 water meter radio transmitters
- Manually retrieved over 510 water meter readings for the Utility Billing Division
- Mobilized and completed the repair of 11 water main ruptures
- Performed the installation and repair of over 50 water meters of various sizes throughout the City
- Installed 14 fire services within the City
- Participated in a joint effort, performing over 1,300 fire hydrant, flow test, assuring the City's fire fighting capabilities are intact
- Replaced 23 damaged water meter curb stops and 45 damaged meter boxes
- Responded, repaired and or replaced 13 fire hydrants that were struck by moving vehicles
- Inspected over 120 City owned back flow devices
- Water production produced to date is in excess of 485 Acre Feet
- Capital Improvement Projects that are currently engaged, and at various stages include: Water Mainline Replacement Project, Water Treatment Plant Rehabilitation Project, Greystone Reservoir Assessment Project, Water Treatment Plant Operations Analysis Project, Shallow Water Well Construction Project, and a Comprehensive Water Resource Evaluation Report

## **Facilities Division**

- Supported City staff by processing over 6,000 work orders during the 2013-2014 fiscal year
- Resolved the major water leak at 331 Foothill where seven gallons of water per minute were being wasted
- Ensured the success of the City's special events, including our Centennial Celebration by investing over 1,000 overtime hours
- Enhanced the beauty of City Hall by refreshing the building and railing paint at Civic Center
- Provided Customer Service an expanded and central location to deliver excellent service to customers by remodeling and upgrading the Public Works Services Customer Service Center
- Enhanced the beauty of Roxbury Park by installing over 100 fixtures, including picnic tables, water fountains, and benches
- Installed 10-15 hydration stations throughout the City, including all the electrical and plumbing systems
- Converted Civic Center and City Hall lighting to LED bulbs
- Maintained, replaced, and/or upgraded several hundred uninterruptable power supply systems for the Police Department and IT
- Provided Emergency Response for the Police Department power outage to ensure continuity of electrical systems
- Provided Emergency Response for flooding of Beverly-Canon tenant spaces by removing the massive overflow of waste and debris
- Supported and responded to Water Division for pumps and electrical system requests to ensure that systems remain in service

- Installed key systems for Roxbury Park and the Warehouse, including dozens of doors and made hundreds of keys for users

### **Admin Division**

- Provided sample letters, notices and memos for the Divisions' use and will review and format them prior to their distribution to the public
- Set up standardized Agendas for use by the Divisions to create uniformity. Provide notes from the Executive, Manager & Direct Reports meeting for use at their Division meetings.
- With the assistance of Customer Service, Admin was instrumental in organizing a number of events for the Department, including: Employee Barbeque, Team BH, Public Works Services Day, Take Your Child to Work Day, etc.
- Streamlined and enhanced the mail process in order to increase internal service levels and our response times to vendors and residents
- Began a new system of assigning workloads to increase productivity and responsiveness
- Obtained laptops and a projector in order to facilitate meetings and assist in set-up
- Implemented a City policy at the department level by providing staff with guidelines to standardize email signatures
- Began a department-wide effort to go as paperless as possible by taking inventory and cleaning out of the Main File Room
- Set up additional Conference Rm 247 in Outlook to allow room reservations in addition to current Conference Room 217, providing ongoing management of reservations for PW and Capital Assets

### **Management Analysts**

- Completed FY 2014-15 Water Rate Study
- Completed a Gap Analysis for Hansen to support the department's initiative to streamline work, inventory assets, and manage resources effectively
- Adopted a Plastic Bag Ban Ordinance
- Partnered with Finance to streamline billing processes regarding Water bill appeals and leak detection repairs
- Worked alongside Trish Ray's team and collaborated with Commission to initiate a Water Enterprise Plan Study to set up a ten year roadmap for infrastructure improvements and CIP improvements
- Initiated Water/Wastewater Capacity Fees Study to identify funds to expand the City's water infrastructure
- Coordinated significant events throughout the year such as Earth Day, Public Works Week Event & Open House
- Renewed/Extend over 50 service agreements or contracts
- Established regulations to promote water conservation including outreach and education
- Partnered with Los Angeles County Division of Household Hazardous Waste to collect over 27,000 lbs. of Hazardous Waste Material

- Coordinated E-waste collection at Farmers' Market, capturing to date over 7500 lbs. of E-waste
- Coordinated HAZMAT training to promote safety on a department-wide level

#### **Account Techs**

- Successfully transitioned into Munis financial system and continued to process invoices without interruption of service.
- Tested and conducted end-user training on Munis Purchasing module to ensure smooth transition during final roll-out
- Provided detailed info on the Munis System, enabling customer service to respond to customer inquiries more efficiently
- Created spreadsheet with look up tables to process lost parking ticket refunds, reducing manual processing time, and eliminating the duplication of information into various formats
- Purchase orders for PW created - 491
- Invoices paid – 6,600
- Electrical and Gas bills paid – 600
- Billed over \$3 Million in roll off services

#### **Customer Service**

- Issued 12,400 Preferential Parking Permit renewals
- Issued over 12,000 Daytime Exemptions
- Received an average of 10,375 monthly, equating to over 100,000 calls for the year
- Able to resolve each callers' concerns in an average 2.1 minutes per call
- Processed over 550 short-term valet permits (commercial and residential combined, showing a trend that the economy is on the mend)
- Provided over 13,000 services related to bin drop offs, collection services and pick-ups which generated over 1.5 million dollars in revenue for the City
- Reviewed over 7,000 citations annually and provide refunds to ensure integrity with all who visit the World class City of Beverly Hills

#### **Central Warehouse**

- Successfully implemented a two-vendor strategy for the Fleet Division and the Water Division, allowing for continuous price and delivery competition amongst the vendors benefitting the Department with our effective use of blanket PO budget
- Successfully completed four Formal Bids for the Water Division, resulting in awards to new vendors
- Hired of new staff member, Glenn Claudio, who has proven to be a great asset to the warehouse operations

- Effectively used the Re-Stocking Report from Fleet Faster software, minimizing the out-of-stock situation for regular stocking items in the Fleet warehouse
- Streamlined the ordering process for special order items by effectively coordinating with vendors allowing for access to automotive industry databases
- Prepared the Water Division for unpredicted emergencies by stocking the Water Division Inventory with critical items
- Fiscal Year-end Physical Inventory
  - 100% physical count of 2586 inventory items in the Fleet Warehouse
  - 100% physical count of 747 Water Division inventory items
- Blanket Purchase Order Preparation
  - Prepared 56 Blanket Purchase Orders of Fleet Division after canvassing for best prices and delivery methods from at least 3 qualified suppliers per purchase order
  - Prepared 54 Blanket Purchase Orders for Water Division after canvassing for best prices and delivery methods from at least 3 qualified suppliers per purchase order
  - Prepared 17 Blanket Purchase Orders for the Facilities Division

### **Parking Auditing Division**

- Updated Parking Attendant Manual, outlining step-by-step procedures to work in our City's parking facilities, including expectations for customer service, how to respond to emergencies, and procedures for the number of parking transactions processed
- Updated Special Transaction Form in order to facilitate timely form completion for the parking patron and attendant, obtain necessary information, minimize errors, and implement a processing fee which will assist in modifying the behavior of our parking patrons and recovering costs associated with processing this form
- New Access Report for PTP was created by working collaboratively with IT in creating a process, providing a new Access Report to capture information from park patrons for the Promise to Pay transaction, a way to produce letters and send to patrons with outstanding parking balances, and work with our Customer Service Team to respond to customer concerns and facilitate payment
- Revised Parking Attendant Timecards for our attendants as an interim solution to streamline the processing of timecards which is a service provided by our Admin staff
- Concluded an audit program study for On & Off Street Parking which provided an assessment of our parking processes and listed recommendations for increased efficiencies

- Completed Performance Evaluation Training for supervisors of Parking Enforcement, Parking Operations, and Meters to ensure thorough completion of outstanding employee performance evaluations

### **Parking Enforcement Division**

- Created new Parking Enforcement Officer Training Program to deliver enhanced training to new officers and refresher courses for seasoned officers
- Consolidated Parking Enforcement equipment in one briefing area for easier access
- Added two computers to the Parking Enforcement Briefing Room to ensure sufficient availability
- Enhanced communication by installing an additional phone line set up in briefing room
- Created a 4th Supervisor position to oversee multiple programs such as Special Events, Disabled Placard Program, Enforcement of Preferred Parking Permit Program, School and Religious Program, as well as assist in monitoring requested parking exception
- Implemented a Disabled Placard Enforcement Program to help enforce misuse and invalid violations of disabled placards
- Developed a new Emergency Operations Training for Parking Enforcement Personnel to better respond and report in a City Emergency
- Additional bicycle training provided for current bicycle officers
- Six new bicycles added for bicycle officers to ensure employee safety
- Installed answering machines and business cards for our Parking Control Officer Unit
- Safety utility bags added to each vehicle for Emergency Operations for use during a disaster
- Spotlights added to enforcement vehicles to assist morning watch officers during night time enforcement
- Implemented a new Public Relations Information Card for officers to distribute to media for correct information distribution
- Activated new Supervisor phone lines for better communication with officers and citizens
- Implemented a new Administrative Citation to assist Parking Control Officers with taxi and valet enforcement
- Created a 5<sup>th</sup> Supervisor Position to redesign and coordinate the Parking Control Unit Enforcement Program

### **Parking Meters and Parking Operations Divisions**

- Hired a new Parking Operator for the Public Gardens and the 450 N Crescent garage
- Contracted with Parking Concepts Inc. (PCI), increasing the customer satisfaction levels significantly
- Together with PCI, we started The Wallis valet and self-parking operation with much success

- Improved payment processing and exiting time for customers by adding more pay stations and exit columns to several garages: 221 Crescent, 9361 Dayton, 333 N Crescent, 440 Camden, and 321 South La Cienega
- Completion of monthly Parking Agreements increasing completion rates from 8% to 95%, thereby providing much better control and a more efficient way to locate customers and identify vehicles quickly
- Completed renovations to our flagship facility, 9510 Brighton Way, including the following: power washing, painting, elevator lobby, and improved signage
- New and additional sign holders, cones, and delineators installed in all facilities, improving our image exponentially
- Completed power washing for a majority of our garages including: 9510 Brighton Way, 9361 Dayton Way, 333 N Crescent, 221 N Crescent, 450 N Crescent, 450 N Rexford, 9333 West Third Street, and 345 N Beverly, Beverly-Canon, Public Gardens
- Waterproofing in the following garages: 450 Rexford, 461 Bedford, 9510 Brighton, 333 N Crescent
- Renovated highly trafficked elevators in our parking garages, ensuring they were in excellent operating condition
- Completed renovations to 461 Bedford Drive, bringing it into compliance with ADA requirements
- Improved customer ability to quickly find empty parking spaces by installing the new parking guidance system at 216 S Beverly, 345 N Beverly, 461 Bedford, and Beverly-Canon.
- Heightened employee commitment levels and job capabilities by facilitating an all hands Parking Attendants meeting, including 80 parking attendants
- Implemented Sunday coverage with Parking Supervisor, ensuring Supervisor availability on a continual basis
- Adhered to Risk Management's mandate to complete semiannual Garage Safety Inspections
- Showcased in the Parking magazine, our signage for creating a new protocol for the use of the EV chargers
- Completed the quarterly Parking Rate Survey, ensuring the competitiveness of our rates
- Occupancy Studies completed weekly, helping us make decisions for utilization of our parking inventory
- Completed our first Parking Retreat and received great feedback from participants
- Set up new office space for Parking Operations Supervisors, ensuring each supervisor has the space needed to operate effectively
- All Parking Meter Technicians and Parking Attendants completed the Customer Service training
- Contracted Streetline to implement an Occupancy Pilot program at the five Santa Monica lots, providing us with pertinent information regarding dates and times when the Santa Monica Blvd. five lots are frequented most and least often
- New signage package at Santa Monica lots and new canopies at each lot, improving appearance significantly
- Completed an agreement with Curcio for Parking Meter Pole installation
- AMEX stickers at 70% of the parking meters in the triangle area, informing our customers that we accept AMEX on our meters