Meeting Summary

The following is a summary of the topics discussed in the PWStat meeting on 02/17/2021. Analysis is provided by the Office of Performance and Data Analytics. Information in the memo has been edited to protect Personal Identifiable Information (PII) and ensure accuracy. Note that the data and visuals included in this memo reflect a specific period in time, and as a result, information below can be subject to change.
This meeting will cover the following subjects in further detail:

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City Hall Relocation

Design
Amendment No. 2 with the designer is scheduled for Council approval on March 23. This will likely be a New Business item. The designer, Indigo, is working to complete design of the 90% plans. Current activities include development of the landscaping plans, security system, and final selection of the colors and finishes.
Schedule

There is no change in the project schedule.

<table>
<thead>
<tr>
<th>MILESTONE</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop 30% Plans, Specs &amp; Estimate</td>
<td>August 25, 2020</td>
</tr>
<tr>
<td>Develop 60% Plans, Specs &amp; Estimate</td>
<td>December 21, 2020</td>
</tr>
<tr>
<td>Develop 90% Plans, Specs &amp; Estimate</td>
<td>April 1, 2021</td>
</tr>
<tr>
<td>Develop 100% Plans, Specs &amp; Estimate</td>
<td>June 3, 2021</td>
</tr>
<tr>
<td>Bid &amp; Advertisement</td>
<td>July 22, 2021</td>
</tr>
<tr>
<td>Tenants Relocate (509 W. Western Ave)</td>
<td>July 31, 2021</td>
</tr>
<tr>
<td>Construction Award</td>
<td>December 7, 2021</td>
</tr>
<tr>
<td>Construction Notice to Proceed</td>
<td>January 3, 2022</td>
</tr>
</tbody>
</table>

Discretionary Funding Project for PW

Schedule & Status Update
FY 2020-2021 Projects Approved for Discretionary Funding

<table>
<thead>
<tr>
<th>MILESTONE</th>
<th>DATE</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TREES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bid Opening</td>
<td>January 28, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Award</td>
<td>March 5, 2021</td>
<td>Four playground designs completed; Council award delayed and tentatively scheduled for March 9.</td>
</tr>
<tr>
<td>Construction Notice to Proceed</td>
<td>March 22, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Completion (approx 180 working days)</td>
<td>November 30, 2021</td>
<td></td>
</tr>
<tr>
<td>PLAYGROUNDS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bid &amp; Advertisement</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Bid Opening</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Construction Award</td>
<td>February 23, 2021</td>
<td></td>
</tr>
<tr>
<td>Order Playground Equipment</td>
<td>March 8, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Notice to Proceed</td>
<td>June 14, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Completion (approx 30 working days)</td>
<td>July 31, 2021</td>
<td></td>
</tr>
<tr>
<td>PARK GAME COURT RESURFACINGS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bid &amp; Advertisement</td>
<td>January 14, 2021</td>
<td>Bid opening scheduled for January 28; slightly ahead of schedule.</td>
</tr>
<tr>
<td>Bid Opening</td>
<td>February 4, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Award</td>
<td>March 23, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Notice to Proceed</td>
<td>April 5, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Completion (approx 40 working days)</td>
<td>May 31, 2021</td>
<td></td>
</tr>
<tr>
<td>CRICKET PITCH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bid &amp; Advertisement</td>
<td>January 7, 2021</td>
<td>Relocating scope from Faklis Park to Anderson Park because of operational concerns; bid process delayed with bid opening tentatively scheduled for mid-February.</td>
</tr>
<tr>
<td>Bid Opening</td>
<td>January 28, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Award</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Construction Notice to Proceed</td>
<td>February 15, 2021</td>
<td></td>
</tr>
<tr>
<td>Construction Completion (approx 20 working days)</td>
<td>March 19, 2021</td>
<td></td>
</tr>
<tr>
<td>ILLEGAL DUMPING EXTRA CREWS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract Expiration</td>
<td>June 30, 2021</td>
<td></td>
</tr>
</tbody>
</table>
**Tree and Stump Removals**
Bid opening was held on January 14 for the tree improvements project. Contract award is tentatively scheduled for March 23.

**Park Playgrounds**
Designs have been completed. Contract award is tentatively scheduled for March 9.

**Game Court Resurfacings**
Bid opening was held on January 28 for the game court resurfacings. Contract award is tentatively scheduled for March 23.

**Cricket Pitch**
The cricket project originally scoped for Faklis Park will now be planned for installation at Anderson Park. Staff is coordinating with Stockton Unified to address the amenity through the existing Joint-Use Agreement for the park site. Bids are expected in early February versus late January as previously planned.
Clean City Initiative

Upcoming Events
Our next events for February will be “Community Cleanups.” They will be held in Council District 6 and staff is working with a few groups to lockdown the details. Some corridors that are being considered are Manthey Road and Airport Way.

If mattresses, appliances, or tires are found during a community cleanup, it is current practice to have Community Enhancement staff come remove those items; not the volunteers, which can explain some of the red 0’s in this table.

2020/2021 Community Events Waste Tracking

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Type</th>
<th>Council District</th>
<th>Location</th>
<th>Trash (tons)</th>
<th>Green Waste (tons)</th>
<th>Mattresses/Box Springs (units)</th>
<th>Appliances (units)</th>
<th>Tires (units)</th>
<th>Landfill Vouchers Distributed</th>
<th># of Litter Bags Collected</th>
<th># of Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/16/2021</td>
<td>Community Cleanup</td>
<td>1</td>
<td>Morada Lane at West Ln to RR tracks</td>
<td>0.18</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>36</td>
<td>35</td>
</tr>
<tr>
<td>2/20/2021</td>
<td>Community Cleanup</td>
<td>6</td>
<td>POSSIBLE SITE: Manthey Road / French Camp Turnpike</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2/27/2021</td>
<td>Community Cleanup</td>
<td>6</td>
<td>POSSIBLE SITE: Airport Way at Arch Road / El Dorado at McKinley</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Y-T-D Total | 25.33            | 6.2              | 87                          | 55           | 72                 | 36                             | 36                | 35            |

0 = Not included in this event
AskStockton
Quality of Life Service Requests

The Public Works Department has over 100 requests in AskStockton. There are too many topics for the general public to navigate. Many of the request topics are not able to provide customers immediate gratification because of the nature of the request. Many of the request topics necessitate an investigation, study, traffic warrant, design, and are generally project-focused. The list below is an initial draft as the department continues to assess the needs and impacts of each request. The topics have been reduced to 15 items to align with quality of life factors:

AskStockton Topics Impacting Quality of Life
Public Works Department

<table>
<thead>
<tr>
<th>#</th>
<th>Topic</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Curb, Gutter, &amp; Sidewalk Repairs</td>
<td>Operations &amp; Maintenance</td>
</tr>
<tr>
<td>2</td>
<td>Graffiti - Removal Assistance (through &quot;internal&quot; referral from PG)</td>
<td>Operations &amp; Maintenance</td>
</tr>
<tr>
<td>3</td>
<td>Potholes</td>
<td>Operations &amp; Maintenance</td>
</tr>
<tr>
<td>4</td>
<td>Public Works - Other</td>
<td>Administration</td>
</tr>
<tr>
<td>5</td>
<td>Street Light - Out / Not Working</td>
<td>Operations &amp; Maintenance</td>
</tr>
<tr>
<td>6</td>
<td>Street Sweeping</td>
<td>Waste &amp; Recycling</td>
</tr>
<tr>
<td>7</td>
<td>Traffic Signal Issue</td>
<td>Engineering</td>
</tr>
<tr>
<td>8</td>
<td>Trash Dumped - City Roads or Right-of-Way</td>
<td>Operations &amp; Maintenance</td>
</tr>
<tr>
<td>9</td>
<td>Trash Dumped - Private Property</td>
<td>Waste &amp; Recycling</td>
</tr>
<tr>
<td>10</td>
<td>Trash/Waste Pickup - Missed Service</td>
<td>Waste &amp; Recycling</td>
</tr>
<tr>
<td>11</td>
<td>Tree - Other</td>
<td>Operations &amp; Maintenance</td>
</tr>
<tr>
<td>12</td>
<td>Tree or Branch - Hanging or Hazard</td>
<td>Operations &amp; Maintenance</td>
</tr>
<tr>
<td>13</td>
<td>Waste and Recycling Service Issue</td>
<td>Waste &amp; Recycling</td>
</tr>
<tr>
<td>14</td>
<td>Waste Carts - Repair or Replacement</td>
<td>Waste &amp; Recycling</td>
</tr>
<tr>
<td>15</td>
<td>Weeds - Overgrown or Hazard in Public Right-of-Way</td>
<td>Operations &amp; Maintenance</td>
</tr>
</tbody>
</table>

Since AskStockton was used as a repository for tracking various requests, our department will need to develop a replacement system. For the interim, a spreadsheet may need to be used similar to the Council Follow-ups system implemented by the City Manager’s Office.

Department mentions that 3 criteria were used to determine Quality of Life type topics:
Is the topic, Quality of Life in Nature?
Is the topic frequently requested or utilized by the public?
Is the topic able to have a Public Work staff dispatched and resolved within a 72 hour period?

Note: #9 Trash Dumped - Private Property by Waste& Recycling was omitted by department on basis that the topic request is assigned to Neighborhood Services.
Data and charts represent service requests that were entered in January 2021 within the above categories.

Monthly AskStockton QOL service requests have been steadily increasing.

Public Works received 275 QOL service requests in January 2021.
During the “Storm/ Power Outage” period from 1/26-1/29 data does not represent the influx of request made directly to call center for immediate assistance from Public Works. Call center typically is staffed with 2 dispatchers but in the duration of the storm was staffed with additional dispatcher for total of 3 dispatchers to assist public.

Department notes crew that is dispatched to resolve trash requests is made up of 8 staff. 1 supervisor and 7 staff. During the weekdays 3 Alternative Work Program members are dispatched to assist with request and on weekends up to 15 Alternative Work Program members are dispatched. Since CoVID, participation of Alternative Work Program members has significantly diminished with 1 member on weekdays and up to 6 on the weekends.

**Operations & Maintenance**

O&M received 245 service requests in January 2021, which is 89% of all requests received.
236 service requests were closed in January 2021, 96% of assigned requests, in an average of 6.4 days.

O&M closed 236 service requests in January 2021 in an average of 6.4 days.

Question: What are the challenges to picking up trash in right of way?
- the size of the crew,
- coordinating pick-up locations for efficient use of staff time and logistics, and
- employee morale.
  - Employee morale is negatively affected by the seemingly never-ending work orders that are repetitive in nature. Staff is limited in having a big picture look at the impact of the work they complete and the positive service to the community. The department is currently working with staff to lift morale by showing executive panel’s interest in work like the clean city initiative.

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Scorecard – January 2021 Performance

Average Completion Time: Trash Dumped in ROW

- **6.49 days**
- Target: 7.00

Average Completion Time: Street Light Outage

- **10.68 days**
- Target: 11.00

Average Completion Time: Remove Graffiti

- **5.40 days**
- Target: 11.00

Average Completion Time: Pothole

- **6.27 days**
- Target: 12.00
Solid Waste & Recycling

Solid Waste & Recycling closed 100% of its assigned QOL service requests in an average of 7.6 days.

The 7 noted “service issue” requests deal specifically with cart size issues, missed street sweeping, and missed pickup items, e.g. “2021 Extra Service” stickered item.

Solid Waste & Recycling division comments that service issues can have a higher duration because they involve Administrative Services Department to help resolve issues such as billing. The division has also established generic emails with 3rd party vendors so that multiple staff can open and respond.

Question: What is the number of total customers that this division serves?

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Grant Funding

Previous panel question: How do current grants match up with City’s priorities?

Current grant programs match up well with many City priorities. Public Works Engineering aggressively pursues grant funding across multiple programs to fund projects to the maximum extent possible. Various approved documents help drive the projects that are identified for grants. The Council approved General Plan goals or elements set the overall parameters that the projects must meet. More specifically, the City has other approved plans that dictate the grants pursued such as:
- Bicycle Facility Master Plan
- Safe Routes to School Plan
- Downtown Active Transportation Plan
- Systematic Safety Analysis Report
- Various Council Adopted Precise Road Plans
- Various Transportation infrastructure Studies

In addition, Council Priorities help to strategically guide the types of grants pursued. Lastly, there is a City Manager Administrative Directive wherein a notice of intent or council approval is required as part of the grant identification and submittal to ensure the grant aligns with City priorities.

Standard is 5-10 million per year. The outliers represent larger projects that were pursued often related to newer state propositions.
Appendix A: Traffic Engineering AskStockton Process Flow

1. Receive Ask Stockton Request
2. Contact Requester to confirm request
3. Immediate Action: Determine the action, write up Service Request for O&M, or notify other Depts. to implement action. PD (Enforcement), CP (Project Related), CDD (Permit Work), PW (NTMP Wait List), etc.
4. Traffic Triage: Is it Immediate Action or Further Evaluation?
6. Traffic Staff notifies requester that action will be taken. A traffic contact will be provided to keep requester updated. Progress will be tracked in Traffic Spreadsheet.
7. Close Ask Stockton Request
Appendix B: O&M AskStockton Process Flow

Request Received in AskStockton (Tagged for Cityworks)

Cityworks Service Request Created

Select correct Cityworks problem

Is it a PW problem?

Correct Problem Type?

NOTE: Closing a work order sends an automatic message that the work was COMPLETED. If you don’t want this message sent to the customer, enter a custom message in AskStockton first and close the AskStockton request.

Reassigned in AskStockton
Graffiti - Public Facilities (Internal)
Graffiti - Private Property
Graffiti - Incomplete/Incorrect Information
Garbage, Junk, Debris - Private Property
Traffic Signal - New
Street Light - New
Graffiti Report - Fire Hydrant (Internal)

Auto Reply Emailed & AskStockton Request Closed
Caltrans Issue
California Water Service Issue
San Joaquin County Issue
Duplicate Request
No reason given
Pacific Gas & Electric Issue
Private Property or HOA Issue

Work Order Closed

Service Request Closed (Automatic)

AskStockton Request Closed
Appendix C: Waste & Recycling AskStockton Process Flow

Ask Stockton request received and assigned to "Solid Waste Division"

Assigned COS staff reviews for accuracy and reassigns as appropriate

Waste & Recycling Division
Reviews request and schedules/perform required action.
Uses "Collaboration Field" notes to record request's progress.

Republic Services
Reviews request and schedules/perform required action.
Uses "Collaboration Field" notes to record request's progress.

Waste Management
Reviews request and schedules/perform required action.
Uses "Collaboration Field" notes to record request's progress.

Sends system email notifying COS requested service complete.

Assigned staff reviews for completeness.

COS staff responds to the customer and closes request.