Meeting Summary

The following is a summary of the topics discussed in the PWStat meeting on 06/02/2021. 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:

Graffiti Abatement ................................................................................................................3
Service Requests ..................................................................................................................3
Work Orders ..........................................................................................................................4
Service Requests ..................................................................................................................5
Overview ..................................................................................................................................5
Year over Year Percent Change (May 1 – 15) .....................................................................6
Work Orders ............................................................................................................................7
Total Work Orders ................................................................................................................7
Work Orders with Overhead Removed ................................................................................8
Dispatch Center ......................................................................................................................8
May Scorecard Update .........................................................................................................9
DISCRETIONARY FUND PROJECTS .......................................................................................9
Replacement of Playground Equipment at Parks .................................................................9
Tree and Stump Removals .......................................................................................................9
Park Game Court Resurfacings ...............................................................................................10
Cricket Pitch ............................................................................................................................10
Stribley Park Field Re-Lighting ..............................................................................................10
CLEAN CITY INITIATIVE .......................................................................................................11
Community Drive-Thru Recycling Event .............................................................................11
Drive-thru Recycling Events Totals (YTD 2021) .................................................................11
Community Clean-up Events Totals (YTD 2021) .................................................................11
**Graffiti Abatement Service Requests**
The following charts describe the Graffiti Abatement service requests in Stockton from 2016 – May 26, 2021. On average there are **526 yearly** and **49 monthly service requests** for Graffiti Abatement.

Looking at the following visual there are currently 18 open Graffiti Abatement cases in Stockton right now. Of the 3,156 total requests, **69%** (2,183) requests to remove graffiti come from AskStockton. In 2021 there has been a spike in request to remove graffiti.

As shown in the graph below, the average number of Graffiti Abatement service requests per month is 49.

**Question:** What does graffiti abatement cost per sq ft?  
Department has been tracking cost per sq ft. of graffiti abatement since summer 2020 and will work with Police Neighborhood Services to present departmental comparatives and analysis on graffiti abatement.
Work Orders

The following visualizes the number of work orders assigned to “graffiti”. This includes the aggregation of the following work order codes: “clean graffiti”, “Remove Graffiti”, and “Remove Graffiti (CE)”.

We notice that the number of work orders related to graffiti has been steadily decreasing since 2016, while the completion duration has been an average of 4 days.

Primary difference between Public Work’s Work Orders and Service Requests is that Work Orders can be input by Public Works staff without filing a service request.
**Service Requests**

**Overview**

PW Service Requests are tracked using Cityworks. Public Works implemented Cityworks in two phases. Phase 1 (Fall 2014) consisted of Parks, Trees, Street Lights & Traffic Signals, and Community Enhancement. Phase 2 (Fall 2015) consisted of Fleet, Facilities, Street Maintenance, Bridges, Traffic Engineering, and O&M CIP. 2016 was first full year of use. The below is a static image of a PowerBI interactive dashboard to show the total volume of service requests from December 2015 to May 26th 2021.

There are an average of **44 Cityworks Requests Daily** and **1293 Requests Monthly**.

Not a PW issue may involve the following reasons:
- Billing
- MUD
- Cal water
- Garbage Provider Inquiry
- County PW

Public may be using the Public Works Dispatch call line as a general 311 to talk to a live person to resolve issues whether they are Public Works related or not.

Uptick in services usually in January of each year, due to storms or holiday times.
Year over Year Percent Change (May 1 – 15)
This graph shows the percent change of service requests for the first fifteen days of May over the last six years. As seen in the graph below, there is no long-term trend, but service requests in the first part of May have decreased over the last two years and continued to decrease this year.
**Work Orders**

**Total Work Orders**

The following chart shows the full history of work orders assigned within Cityworks. The number of work orders is higher than service requests because one service request could initiate multiple work orders. Similarly, a service request is not required in order for a work order to be opened.

It should be noted that work orders have been used to track “overhead”, e.g. “training,” “shop time,” etc. As a result, these totals are inflated. The additional graphs below will show the actual vs overhead type work orders.

There is an average of **92 Cityworks Work Orders Daily** and **2,683 Work Orders Monthly**.
**Work Orders with Overhead Removed**

The following chart shows the closest approximation of work orders not including the codes related to overhead work orders. There is an average of **87 Actual Work Orders Daily** and **2,536 Actual Work Orders Monthly**.

<table>
<thead>
<tr>
<th>Work Orders (Overhead Removed)</th>
<th>167,356</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Daily Work Orders</td>
<td>87</td>
</tr>
<tr>
<td>Average Monthly Work Orders</td>
<td>2,536</td>
</tr>
</tbody>
</table>

**Dispatch Center**

PW Call Dispatchers throughout the years have seen uptick in service request calls not related to Public Works Issues.
May Scorecard Update

DISCRETIONARY FUND PROJECTS

Replacement of Playground Equipment at Parks
The equipment has been ordered and is expected to arrive late June / early July after being delayed due to manufacturing and shipping. Construction is expected to begin in July upon arrival.

Tree and Stump Removals
- Trees Removed: 82 representing approximately 27% completion.
- Stumps Removed: 325 representing approximately 18% completion.
Nesting birds have been observed at 74 locations. These removal sites will be postponed to the latter half of the project at which time another survey will be completed to verify the contractor’s ability to proceed.

**Park Game Court Resurfacings**
The Contractor was scheduled to begin work June 14 but has accelerated the timeline and started in Dentoni park as of 6/2 and will work from the south part of town towards the north.

**Cricket Pitch**
The location for installation of this amenity has been relocated again. The final installation location will be at Anderson Park. Work is schedule to commence June 7.

**Stribley Park Field Re-Lighting**
Two bids were received on May 13. The apparent low bidder is Royal Electric, and the construction contract is schedule for approval at the July 27 City Council meeting.
**CLEAN CITY INITIATIVE**

**Community Drive-Thru Recycling Event**
Next event is June 19 in City Council District 4. The event will be held in the parking lot at West Lane Bowl.

**Drive-thru Recycling Events Totals (YTD 2021)**
In 2021, the Clean City Initiative “Drive-thru Recycling Events” have collected **26.6 tons** of trash and **181 mattresses/box springs**. There have been two events this year.

**Drive-Thru Recycling Events | Clean City Initiative**

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Council District</th>
<th>Location</th>
<th>Trash (ton)</th>
<th>Green Waste (ton)</th>
<th>Mattresses/Box Springs (mm)</th>
<th>Appliances (mm)</th>
<th>Tires (mm)</th>
<th>Electronic Waste (ton)</th>
<th>Paper Shredding (ton)</th>
<th>Compost (ton)</th>
<th>Landfill Vouchers Distributed</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>5/18/2021</td>
<td>1</td>
<td>TBD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>8/21/2021</td>
<td>2</td>
<td>TBD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>7/17/2021</td>
<td>3</td>
<td>TBD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>6/19/2021</td>
<td>4</td>
<td>West Lane Bowl</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>5/15/2021</td>
<td>5</td>
<td>Banner Island Ballpark</td>
<td>2.2</td>
<td>1.6</td>
<td>71</td>
<td>52</td>
<td>67</td>
<td>4.6</td>
<td>2.0</td>
<td>540</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>4/17/2021</td>
<td>6</td>
<td>Weston Ranch High School</td>
<td>10.4</td>
<td>2.4</td>
<td>110</td>
<td>63</td>
<td>97</td>
<td>4.5</td>
<td>0.7</td>
<td>600</td>
<td>10</td>
</tr>
</tbody>
</table>

**Community Clean-up Events Totals (YTD 2021)**
In 2021 alone, the Clean City Initiative “Community Cleanup Events” have collected **278 litter bags** totaling **2.9 tons of waste**. There has been a total of 7 events with a total of 190 volunteers.

**Community Cleanup Events | Clean City Initiative**

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Council District</th>
<th>Location</th>
<th>Volunteers</th>
<th>Litter Bags Collected</th>
<th>Tonnage Removed</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>4/24/2021</td>
<td>4</td>
<td>Northern Little League Baseball Fields in Oak Park</td>
<td>100</td>
<td>44</td>
<td>0.7</td>
</tr>
<tr>
<td>6</td>
<td>4/10/2021</td>
<td>4</td>
<td>Pacific Avenue Frontage Road - Bianchi Road to March Lane</td>
<td>16</td>
<td>33</td>
<td>0.4</td>
</tr>
<tr>
<td>5</td>
<td>3/27/2021</td>
<td>5</td>
<td>Weber Avenue - B Street to E Street</td>
<td>8</td>
<td>40</td>
<td>0.2</td>
</tr>
<tr>
<td>4</td>
<td>3/20/2021</td>
<td>5</td>
<td>Garfield Avenue - Washington Street to Church Street</td>
<td>31</td>
<td>71</td>
<td>0.9</td>
</tr>
<tr>
<td>3</td>
<td>2/27/2021</td>
<td>6</td>
<td>El Dorado Street - California Street to Ivy Avenue</td>
<td>0</td>
<td>30</td>
<td>0.4</td>
</tr>
<tr>
<td>2</td>
<td>2/20/2021</td>
<td>6</td>
<td>Mancehay Road - Eighth Street to Downing Avenue</td>
<td>0</td>
<td>24</td>
<td>0.2</td>
</tr>
<tr>
<td>1</td>
<td>1/16/2021</td>
<td>1</td>
<td>West Lane - adjacent to McTair High School Morada Lane - east of West Lane</td>
<td>35</td>
<td>36</td>
<td>0.2</td>
</tr>
</tbody>
</table>

**Totals To-Date**
- Volunteers: 190
- Litter Bags Collected: 278
- Tonnage Removed: 2.9

June 26th is the next event and Department will be working on finalizing location and volunteers.