Meeting Summary

The following is a summary of the topics discussed in the PWStat meeting on 06/23/2021. 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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Both departments receive service requests from a Ask Stockton requests and calls to graffiti hotlines. Police NSS Graffiti Abatement program does not have a system which tracks data and manages workflow like Public Works Cityworks for Service Request and Work Orders. Police utilizes excel spreadsheets and manually tracks data.

**Service Requests**

**Overview**
The below is a static image of a PowerBI interactive dashboard to show the total volume of service requests initiated from December 2015 to May 31, 2021. There are an average of 44 Cityworks Requests Daily and 1,287 Requests Monthly.
Service Requests Initiated 2021 YTD through May

For service requests that are for PW to address, trash in the ROW is consistently the highest volume service request.

January – May Comparison

Comparing the January-May timeframe to past years, trash in the ROW is still the highest request type and has increased in 2021 compared to 2020.
Work Orders

Overview
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. (See Appendix 2).

Work Orders Initiated 2021 YTD through May

<table>
<thead>
<tr>
<th>Total Work Orders</th>
<th>Actual Work Orders</th>
<th>Overhead Work Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>177,642</td>
<td>167,857</td>
<td>9,785</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Total Work Orders</td>
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<tr>
<td>30,522</td>
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<tr>
<td>32,418</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>31,097</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>30,930</td>
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<td>28,326</td>
<td></td>
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<td>13,472</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Work Order by Category

- Community Em.: 1%
- Fast: 3%
- Fencing: 11%
- Electrical: 1%
- Trees: 1%
- Sidewalks: 7%
- SWAG: 7%
- Sidewalks: 3%
May 2021 Actual Work Orders
The dashboard below shows the “Actual Work Orders” in May 2021.

May Year Over Year Comparison
The dashboard below shows the comparison of work orders initiated in May compared to previous years.
Open Work Orders
From previous PWStat: Department is reviewing the open work orders and aim to close them within the next 45 days (07/19/2021).

- Approximately 40% of the work Orders are related to Fleet Smog Test/Inspection.
- Electrical has Traffic Signal Annual Maintenance primarily from 2020
- Parks and Facilities Work Orders are primarily from 2021
- Streets have outstanding open Work Orders from 2018-2020
May Scorecard Update

<table>
<thead>
<tr>
<th>Category</th>
<th>Target</th>
<th>May 2021</th>
<th>% Complete</th>
<th>Status</th>
<th>View measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Potholes Repaired</td>
<td></td>
<td>429</td>
<td>5/1/21 - 5/31/21</td>
<td>Off Track</td>
<td></td>
</tr>
<tr>
<td>Work Order Count: Pothole Repair</td>
<td></td>
<td>65</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Average Completion Time: Pothole Repair</td>
<td></td>
<td>5.82</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Graffiti Removed (Sq Ft)</td>
<td></td>
<td>24.9K</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Work Order Count: Clean Graffiti</td>
<td></td>
<td>69</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Average Completion Time: Remove Graffiti</td>
<td></td>
<td>2.75</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Trash Picked Up (Tons)</td>
<td></td>
<td>174</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Work Order Count: Pick Up Trash in Street</td>
<td></td>
<td>482</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Average Completion Time: Trash Dumped in ROW</td>
<td></td>
<td>3.97</td>
<td>5/1/21 - 5/31/21</td>
<td>On Track</td>
<td></td>
</tr>
<tr>
<td>Number of Trees Removed</td>
<td></td>
<td>23</td>
<td>5/1/21 - 5/31/21</td>
<td>Off Track</td>
<td></td>
</tr>
<tr>
<td>Work Order Count: Repair Street Light</td>
<td></td>
<td>63</td>
<td>5/1/21 - 5/31/21</td>
<td>Off Track</td>
<td></td>
</tr>
<tr>
<td>Average Completion Time: Street Light Outage</td>
<td></td>
<td>22.03</td>
<td>5/1/21 - 5/31/21</td>
<td>Off Track</td>
<td></td>
</tr>
</tbody>
</table>
NEW CITY PATCHER TRUCK

Deputy City Manager Smith gave tentative approval for Public Works to include equipment (along with some other pieces) in the next round of funds they anticipate receiving this year.

Details on the patcher truck:

**Cost:** $255,000

**What does it do?**
Keeps material hot approximately 3-5 days. A good way to describe how it works is with an example. It is like putting a meal in the oven on low while waiting for guests to arrive, so it does not go cold. All the while not cooking the meal any longer.

**Efficiencies gained?**
Eliminates multiple runs to the hot plant for material and throw-away of unused material.

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.
The following materials are recycled at the Community Drive-Thru Events.
- Green Waste
- Appliances
- Tires
- Electronic Waste
- Shredded Paper
- Mattresses and Box Springs

In addition to collecting the listed recyclable materials, composting is a “recycled” product distributed at these events.

**Community Cleanup Event**
Next event is June 26 in City Council District 3. The department continues to seek volunteers and event site.

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**Community Cleanup Events | Clean City Initiative**
**2021 Calendar Year To-Date**

<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>8</td>
<td>6/26/2021</td>
<td>3</td>
<td>Cuney St. / Andersen Skate Park / Plymouth Rd</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>7</td>
<td>4/24/2021</td>
<td>4</td>
<td>Oak Park - Northern Little League Baseball Fields</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 - Blanchi Road to March Lane March Lane Bike Path - east of Pacific Avenue</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 Ave - B St. to E St.</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 Church Street - Garfield Avenue to Stockton 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>Manthey 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 McNair 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**
- 190 Volunteers
- 278 Litter Bags Collected
- 2.9 Tonnage Removed

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**Graphs**
- Amount of Trash Collected Per Event (Tons)
- Number of Litter Bags Collected Per Event
- Number of Volunteers Per Event
Update on Surcharge for Overfill/Contamination
A total of 64 customers received surcharges on their April 2021 bills. These charges were reversed. Customers were notified of the reversed charges in a letter dated May 10, 2021 (Appendix 1). ASD/Utility Billing confirmed all surcharge-related service orders were closed and pending charges reversed. Please refer to Appendix 1.

DISCRETIONARY FUND PROJECTS

Replacement of Playground Equipment at Parks
Public Works has been notified of equipment delivery delays for all four sites: American Legion, Laughlin, Swenson, and Oak Parks. The original expected delivery date was July/August. The latest projected delivery date is September. We will continue to monitor the shipment.

Tree and Stump Removals
- Trees Removed: 173 representing over 50% completion.
- Stumps Removed: 740 representing over 60% completion.

Separate from the work above, Public Works negotiated with the Contractor for customers residing on Benjamin Holt Drive that backup along the Swenson Golf Course. This work was developed with customer input and includes the removal of 24 pine trees located along the golf course property line. The removal work began June 7 and will be completed by June 21. Photos of this work below and on the following page:
Park Game Court Resurfacings

The scheduled has moved up. The Contractor commenced work on June 1. The overall schedule has also been re-arranged to include Dentoni Park as the first location because of a separate coordinated art project at the site. Following Dentoni Park, work at the various park sites will generally take place in south Stockton, then proceed north. Photo of crack sealing work at Dentoni Park:

Cricket Pitch
Prep work started on May 27 with City staff removing an existing fence. The Contractor began work on June 7. Photo below of the excavation completed earlier this week:

Stribley Park Field Re-Lighting
No updates. 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.
Appendix 1. Surcharge Reversal Notice for Overfill/Contamination

May 10, 2021

REMOVED
REMOVED
STOCKTON, CA 95202

ADJUSTMENT TO APRIL 2021 UTILITY BILL

Last month, a utility bill was mailed to you containing an overfilled and/or contamination surcharge(s). This letter is to inform you the surcharge(s) have been removed from your account.

If you have paid your utility bill in full, your account will show a credit. This credit will automatically reduce the amount due on next month’s utility bill.

If you have not paid your bill yet, you may contact (209) 937-8295 for the current account balance.

If you have any questions regarding this letter, please call (209) 937-8831.

JODI ALMASSY, DIRECTOR
PUBLIC WORKS DEPARTMENT

GRACE H. SMITH
SOLID WASTE MANAGER

JLA:GHS:dc

emc: Administrative Services, Utility Billing Division
## Appendix 2: Overhead Code Definitions

Under the work orders section in the memo, a visual indicates “Overhead Work Orders” as a category. The following work orders are grouped as “Overhead Work Orders”:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>CityWorks Training</td>
<td>Daily Trash Report (209 Cares, COS, GVCC)</td>
<td>Employee Onboarding</td>
</tr>
<tr>
<td>Equipment Maintenance</td>
<td>Leave (Sick, Annual, Other)</td>
<td>Material Pick-Up (Misc.)</td>
</tr>
<tr>
<td>Material Sifting/Haul Off</td>
<td>Meeting</td>
<td>Performance Evaluation (2,4, Biennial, Annual) (Streets)</td>
</tr>
<tr>
<td>Safety Meeting</td>
<td>Safety Training</td>
<td>Shop Time</td>
</tr>
<tr>
<td>Showmobile</td>
<td>Stand-By</td>
<td>Supervisor Duties</td>
</tr>
<tr>
<td>Training</td>
<td>Utility Bill Processing</td>
<td>Yard Clean-Up</td>
</tr>
</tbody>
</table>