

MEMORANDUM

To: Mayor and City Council
From: Michael Smith, Public Works Director
Date: July 14, 2014
Subject: **Report on Public Works Maintenance Activities**

ITEM DESCRIPTION

A report on Public Works maintenance activities at Councilman Heneghan’s request.

BACKGROUND

Public Works is experiencing an increase in service requests for the third consecutive year since the city began using SeeClickFix for public reporting.

Year	Total Number of Service Requests
2012	288
2013	722
2014	850 (projected)

Despite the increased work load, the department has been able to keep the work backlog to a manageable level without increasing the number of full time maintenance crews through improvements to the work order management system, prioritization of work orders, and periodic use of additional contractors to complete certain tasks.

Pavement repairs continue to be the most frequent request the city receives. With the city’s heavy investment in paving, hazardous potholes occur less frequently and are usually addressed quickly. More often now, the pavement maintenance crew is involved in asphalt patches to repair failing pavement in neighborhoods. These types of repairs usually receive a lower priority than other types of repairs because they don’t typically present a hazard, require more crew time, and are in lower traffic areas. As a result these patching work orders tend to stay open the longest and comprise most of the repair backlog. The department has set a target completion time of 90 days for these and other lower priority repairs. Pavement and concrete repairs that extend beyond 90 days are often work orders initiated internally by public works staff (i.e. not reported by the public), repairs that are more cosmetic in nature or repairs that are deferred through the winter when the weather is not conducive to paving.

The work order backlog follows a predictable annual cycle. Requests for service are highest in late winter, spring and fall and lowest during the summer and winter holidays. Conversely the maintenance productivity is highest from late spring to fall. As a result work

order backlog tends to build through the winter into spring and efforts are focused on catching up in the warm, dry summer months. Winter storm events have a significant impact on backlog. Not only does each event typically result in a week of lost work order productivity but the snow and ice increases the number of pavement repairs. With two major winter storms this year and the continued increase in service requests, the backlog did increase more this spring than in previous years.

The council asked at a previous meeting if there is a need for additional maintenance funding this year. The two winter storms resulted in a budget overrun in storm response which is currently being accounted for using funds from the repairs and maintenance line item. An additional \$150,000 in the repairs and maintenance budget would assist in addressing most existing and anticipated maintenance requests before the end of the year. It is anticipated that approximately \$50,000 would be used for additional pavement patching, another \$50,000 would be for a concrete crew for sidewalk and curb repairs, and the final \$50,000 would continue the federally mandated sign replacement program.