CITY OF MILPITAS

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PUBLIC WORKS DEPARTMENT

Monthly Report – March 2018

Director's Message

This month's report features a new section called "Walk in my shoes" and is inspired by the concept of the TV show "Undercover Boss", where CEOs get a first-hand look at the everyday life of their staff. This month, I took a walk in the shoes of our Senior Lead for the water system, and learned a great deal about what it takes to ensure the residents of the City have access to safe, clean water…24/7.

Walk in My Shoes…with Senior Public Works Lead (Water)

The Senior Public Works Lead for the Utilities Operations and Maintenance division (water section) is responsible for ensuring that critical elements of the City's water distribution system are maintained in compliance with local, state, and federal rules. They serve as the leader for all crews in the Water section and are also responsible for administrative duties, which includes work scheduling in response to customer service requests.

My morning with the Senior Lead started at 6:30 am where we met with the Utility O&M Public Works Manager to review work that was completed by the field crews on the previous day and made plans for work that needed to be completed on the current shift. We then left and had a meeting with the rest of the crews to discuss the assignments for the day. While working with the Senior Lead, our task for the day were to collect water samples at our water storage tanks and test the water quality to ensure that the water met standards for distribution into the water system. We tested the samples for chlorine concentration, pH, water temperature, and other factors that are used to gauge the quality of the water in the distribution system. In addition to the water quality sampling at our storage tanks, we also inspected some of the water system infrastructure such as turnouts and pressure regulating valves. We found that some of the infrastructure were in need of rehabilitation and renewal to ensure that the system continues to operate as designed.

By the end of the day, I came away with a good understanding of the amount of work that it takes our teams to ensure that water is delivered to our residents on a daily basis without interruption. I also learned that their portions of our system that are in need of rehabilitation and renewal, due to their age, to ensure that the water system continues to function as designed for years to come, and allows our residents to continue to enjoy uninterrupted water service to their homes and businesses.

Accomplishments

Water Bottle Refill Stations were installed on the 4th floor of City Hall and in the Lobby and Employee area of the Police Department

Utility engineering staff entered into contract to allow for online data entry of more than 2,000 backflow device reports as mandated by the State

Significant Incidents, Events, & Information
Staff attended BAYWORK career recruitment fairs on March 7 and March 28 to recruit for Utilities Maintenance positions.

Training
Fleet Maintenance staff completed Safety Meetings on Traffic Control Zone Safety and Fire Extinguisher Safety

Public Works Department
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Department Statistics

Department Statistics		Mar 2018	Feb 2018	% Change
Administration				
Provides phone, e-mail and MyMilpitas application customer service support, including work order creation and dispatch of field staff. Provides administrative support to all divisions within the Public Works Department.				
	Number of phone calls received			
	Number of work orders created			
	Public Works Customer service requests closed	224	341	-34.31%
	Emergency call backs responded to (not included in above total)			
Facilities Maintenance				
Maintains City buildings and grounds, including building systems (plumbing, electrical, heating, air conditioning, and ventilation; and backup power). Sets up rooms for rental groups and meetings. Manages custodial and janitorial services.				
	Facilities maintenance service requests responded to	75	48	56.25%
	Service calls for mechanical repairs	1	1	0.00%
	Service calls for electrical repairs	1	4	-75.00%
	Service calls for plumbing repairs	6	5	20.00%
	Facility Set-Ups	10	10	0.00%
	Office Furniture	6	6	0.00%
	Door-Lock Service Calls	3	1	200.00%
	Lights replaced	12	9	33.33%
	Misc.	22	12	83.33%
Fleet Maintenance				
Maintains and repairs City vehicles and motorized equipment including police vehicles, fire apparatus, construction equipment, mowers, and communication radios.				
	Repair Orders Completed	62	59	5.08%
	Preventative Maintenance	84	60	40.00%
	Units in Service	630	630	0.00%
Streets/Traffic Maintenance				
Maintains the City's traffic signal system, traffic signs, street lights, paved roadways, and pavement markings in accordance with the Clean & Safe Streets program and State Code requirements. Provides sidewalk repair, right-of-way weed abatement, and graffiti removal.				
	Miscellaneous			
	Special Service Requests	5	6	-16.67%
	Graffiti removal	10	9	11.11%
	Training/Safety meetings	6	4	50.00%
	Debris pickup	14	10	40.00%

	Dump runs	1		
	Traffic signals and Lighting			
	Street lights maintained	0	-	
	Street lights repaired	45	22	104.55%
	Traffic signals maintained	0	1	-100.0%
	Traffic control cabinets maintained	0	6	-100.0%
	Radar repairs	0	-	
	Traffic signals repaired	15	-	
	USA Locates electrical	186	130	43.08%
	Pedestrian flashing Beacons	0	-	
	Streets and Sidewalks			
	Pot hole repair	10	11	-9.09%
	Asphalt saw cut (Square Feet)	839	1,173	-28.47%
	Asphalt repair (Tons)	17	3	466.67%
	Sidewalk grinding	25	3	733.33%
	Sidewalk replace (square feet)	6	-	
	Signage and Pavement Markings			
	Custom Signs Streets	5	2	150.00%
	Custom signs Fleet	2	3	-33.33%
	Custom signs Facilities	0	1	-100.0%
	Custom signs Parks	0	-	
	Sign repairs	17	9	88.89%
	New Sign installations	8	2	300.00%
	Red curb painting (linear feet)	60	16	275.00%
	Buttons set	0	-	
	Stenciled legends	0	4	-100.0%
	Striping (linear feet)	0	-	
Parks, Trees and Landscape Maintenance				
Maintains more than 15,400 tree sites and 125 acres of median landscaping, including City tree planting and pruning, trails, and litter control. Provides park maintenance for more than 170 acres of parkland, including playgrounds, picnic areas, athletic fields, pathways, landscaping, park restrooms, park trees, lagoons, and parking lots.				
	Trees			
	trees planted	0	-	
	trees removed	2	1	100.00%
	pruned - In-house	127	38	234.21%
	Pruned - Contract Services	0	-	
	trees inspected	57	55	3.64%
	tree stumps grinded	0	3	-100.0%
	Roots pruned	2	2	0.00%
	Street Landscape and Right of Ways			
	Weed abatement (# of locations)		15	-100.0%
	Street Landscape Maintenance per month (# of locations)		25	-100.0%
	Street landscape Irrigation Repairs		18	-100.0%

	Trails Maintained		2	-100.0%
	Parks			
	Parks Maintained per month In House	5	7	-28.57%
	Parks Maintained per month Contract Services	26	27	-3.70%
	Park Irrigation Repairs	10	18	-44.44%
	Park Vandalism Incidents	18	12	50.00%
	Park Lighting Repairs	19	2	850.00%
	Miscellaneous			
	Special Service Requests		-	
	Graffiti removal		12	-100.0%
	Training/Safety meetings	6	6	0.00%
	Debris pickup		-	
	Dump runs		-	
Utility Maintenance				
Operates and maintains the water distribution system, including 206 miles of water lines, 4 pumping stations, 5 storage reservoirs, and numerous pressure valves regulating 7 pressure zones, to deliver 1 1 million gallons per day of potable water to 19,000 accounts. Operates and maintains the sewer collection system, including 175 miles of sewer lines and 2 pumping stations to discharge 8 million gallons per day to the San Jose/Santa Clara Regional Wastewater Facility. Operates and maintains the stormwater collection system, including 105 miles of storm pipe and 13 pump stations to transmit storm water through the levees to creeks. Marks out locations of City's underground utilities (water, sewer, storm, and traffic communication fiber) to protect against construction damage to these underground assets.				
	Pump station repairs (water)	2	2	0.00%
	Pump station repairs (storm)	2	2	0.00%
	Pump station repairs (sewer)	4	3	33.33%
	Potable water samples collected and analyzed	168	168	0.00%
	Storm water samples collected and analyzed	0	-	
	Water meters set	0	-	
	Water meters replaced	1	12	-91.67%
	Water meters repaired	6	7	-14.29%
	Water line repairs	11	3	266.67%
	Fire hydrants serviced	10	25	-60.00%
	Fire hydrants repaired	2	-	
	Fire hydrants replaced	2	-	
	Backflow devices tested	0	1	-100.0%
	Backflow devices repaired	0	1	-100.0%
	Sewer line cleaned (ft.)	25210	44,580	-43.45%
	Storm drain catch basins cleaned	4	12	-66.67%
	Storm drain catch basins inspected	4	12	-66.67%
	Storm line cleaned (ft.)	0	-	
	Underground utility locates	72	94	-23.40%
	Storm manhole repaired	0	-	

Utility Engineering				
Provides engineering support to Utility Operations and Maintenance staff and assists with plan review to ensure protection existing utility infrastructure. Manages the City's FOG, Water Conservation, and Backflow Prevention programs. Ensure safety and operability of water, sewer, and storm water systems in compliance with regional, State, and Federal rules. Manages the City's asset management program for water, sewer, storm, and recycled water which includes detailed asset inventories, evaluating the condition of assets, and long-range planning.				
	Water Conservation (from 2013 baseline)		8%	-100%
	Development Plan Reviews Completed		19	-100%
	Recycled water plan reviewed	10	10	0%
	Recycled water plans sent to State/SBWR	3	6	-50%
	Authorization letters received from South Bay Water Recycling		-	
	Recycled Water permits received from South Bay Water Recycling		3	-100%

MilpitasWorks…working for you!

Asphalt Concrete (AC) Repair at Calaveras

Final Asphalt Concrete (AC) Repair at Calaveras

Main Line Repair at Abbot Ave

CONTACT US

Business Hours: Monday-Friday: 7am – 5pm
Call or Text us at (408) 586-2600
E-mail us MilpitasWorks@ci.milpitas.ca.gov
(*Please DO NOT e-mail urgent/emergency issues*)

Urgent Issues Outside of Business Hours
(Monday-Friday 5pm - 7am, Weekends, & Holidays)
Non-Emergency Police Dispatch: (408) 586-2400

OTHER RESOURCES

For questions about utility (water, sewer, trash, or recycling) billing or setting up accounts, please contact the Finance Department at (408) 586-3100

For issues along 680, 880, 237, or the freeway on/off ramps, please contact Caltrans District 4 office at (510) 286-4444.

For issues on Montague Expressway, please contact Santa Clara County Roads and Airports at (408) 494-2750.

For dead animal pickup, please contact San Jose Animal Care and Services at (408) 794-7297.

For questions regarding Calaveras Road closure near the Calaveras Reservoir, please contact San Francisco Public Utilities Commission (SFPUC) at 866-973-1476