

**Department of Public Works
Annual Report
Calendar Year 2013**

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Director's Message

On behalf of the dedicated professionals of the City of Covina's Public Works Department, it is an honor to present the Department's seventh Annual Report, covering calendar year 2013. This Report reviews the Department's many accomplishments over the past year and highlights the individual activities and performances of each of the Department's six (6) operating divisions. It is my sincere belief that after reviewing this Report, you will share the enthusiasm and pride I have for the valuable contributions made by the Department's staff on a daily basis for the well-being of the citizens of Covina, and that you will gain a greater understanding of how the Public Works Department works to protect and support your quality of life every day.

The men and women of the Public Works Department work tirelessly to ensure that the community can rely on the "products" that we provide 24/7. We do so because we know that the "Stakes are High" regarding the work we do and the services we provide...so "Every Day Counts." Our commitment is to provide outstanding services every day, but in a consistent way that makes our service delivery so reliable it is an invisible part of your daily routine. It is our goal to get the work done, so that everything in our scope of responsibility works as it should, now and in the future.

Like all other departments, we have to continue to balance shrinking budgets against growing public service needs and expanding regulatory restrictions; and, in so doing, we always try to demonstrate our commitment through Innovation, Ingenuity, Invention, and Imagination. We work harder and smarter to avoid any negative impact to the community from our struggle with fiscal and regulatory constraints. In this way, we support all City goals set in Covina's Strategic Plan: *Enhance financial well-being; Enhance safety and quality of life in Covina; Foster innovation, efficiency and sustainability; and Enhance customer service.*

To truly achieve these goals, we cannot simply respond to the needs of Covina on a day-to-day basis. We must plan for tomorrow, and help create the future that Covina's Council, City staff, and residents envision. The things we do for the community daily are also the services we use to help imagine that future: engineering, building, managing, maintaining, and creating sustainable practices. We strive to ensure that Covina will always have adequate water, reliable sewers, energy efficiency, accessible transportation, sound structures, safe streets, and attractive clean neighborhoods with minimal pollution. These are essential to the well-being of any community, so we know how high the stakes are when it comes to our share of the public trust. Every day we work hard to deserve that trust.

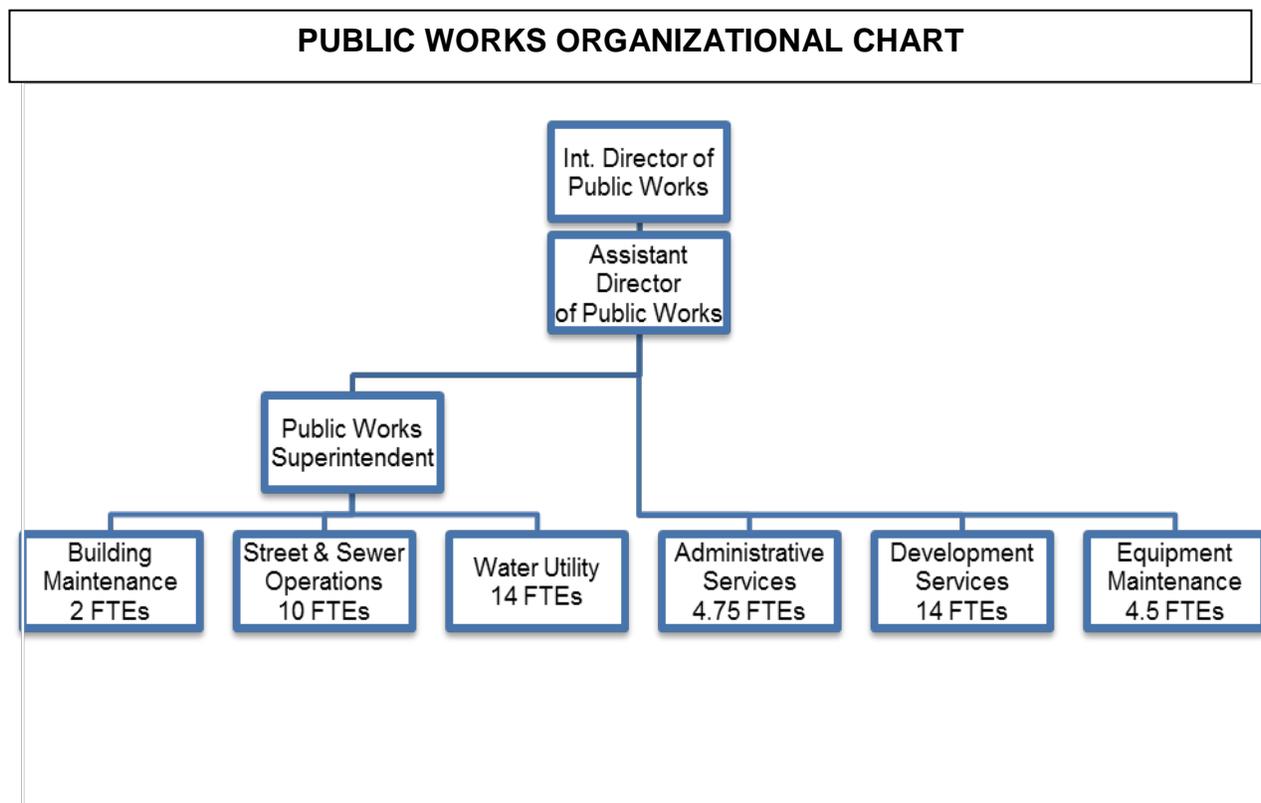
Kalieh R. Honish
Interim Director of Public Works

2013 PUBLIC WORKS ORGANIZATION

MISSION STATEMENT

To promote the economic vitality and protect the health, safety and welfare of the people of Covina by developing and operating safe, efficient, and high-quality infrastructure systems and public services.

The Public Works Department remained relatively unchanged in 2013. The exception to that is that the position of Building Official was frozen once vacated for most of Fiscal Year 2012-2013. The position was not filled until May of 2013. The operational change from the hiring of a Building Official was a huge increase in Building plan check revenues as a result of being able to bring those services primarily back in house. Building and Safety also share the newly added position of Permit Technician with Code Enforcement, to help support the newly added rental housing inspection program and streamline customer service. All other positions remained static for a total of 52.25 full-time equivalent positions organized into six divisions.

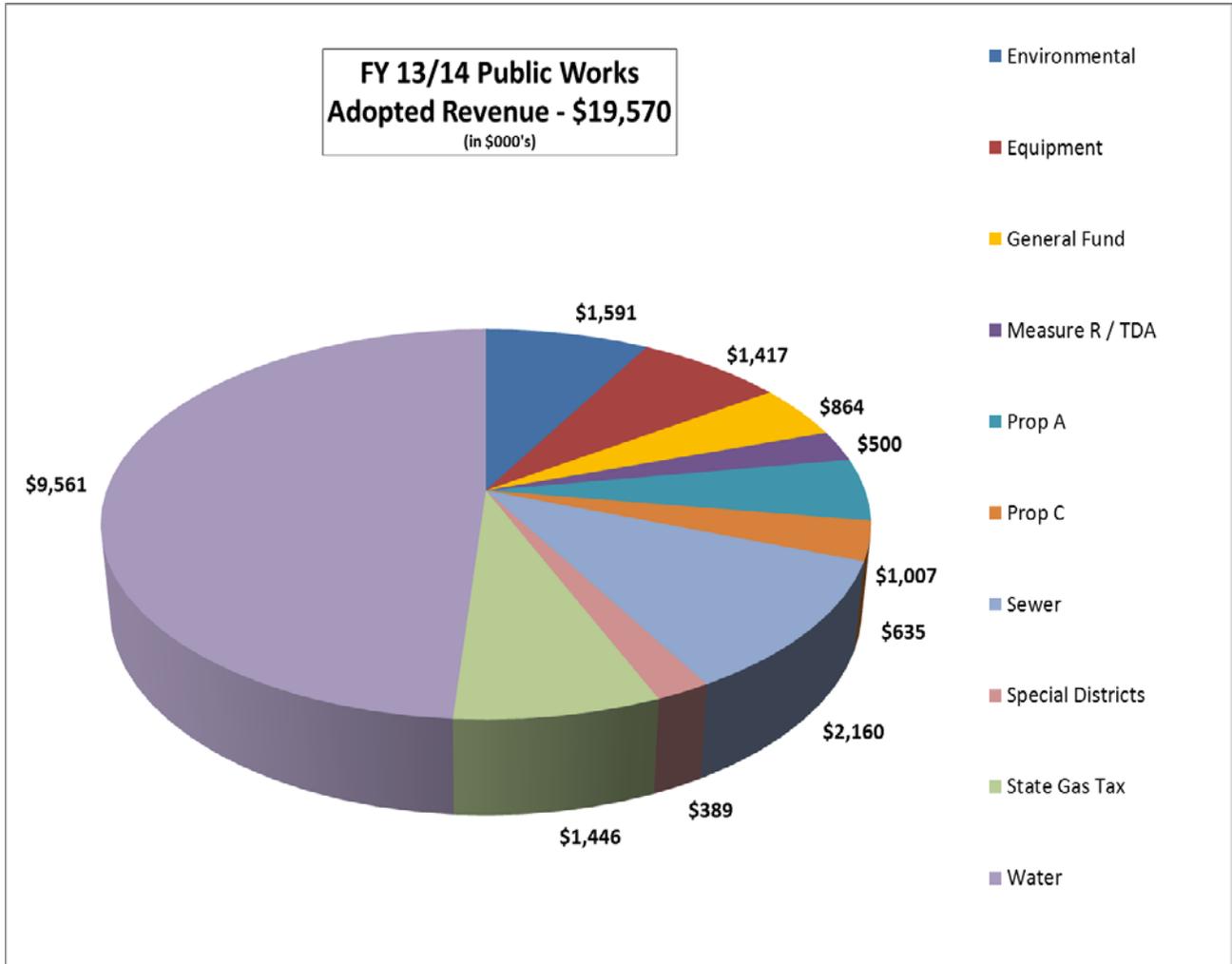


FINANCIAL REVIEW

REVENUES

Operating revenues for FY 2013-2014 total \$19.57 million, grouped below into the ten major fund sources. As indicated in the chart's distribution, approximately 95.6% of the Department's fiscal year funding currently comes from restricted and/or Enterprise funds while only 4.4% originates from within the City's General Fund.

2013 – 2014 REVENUE SOURCES

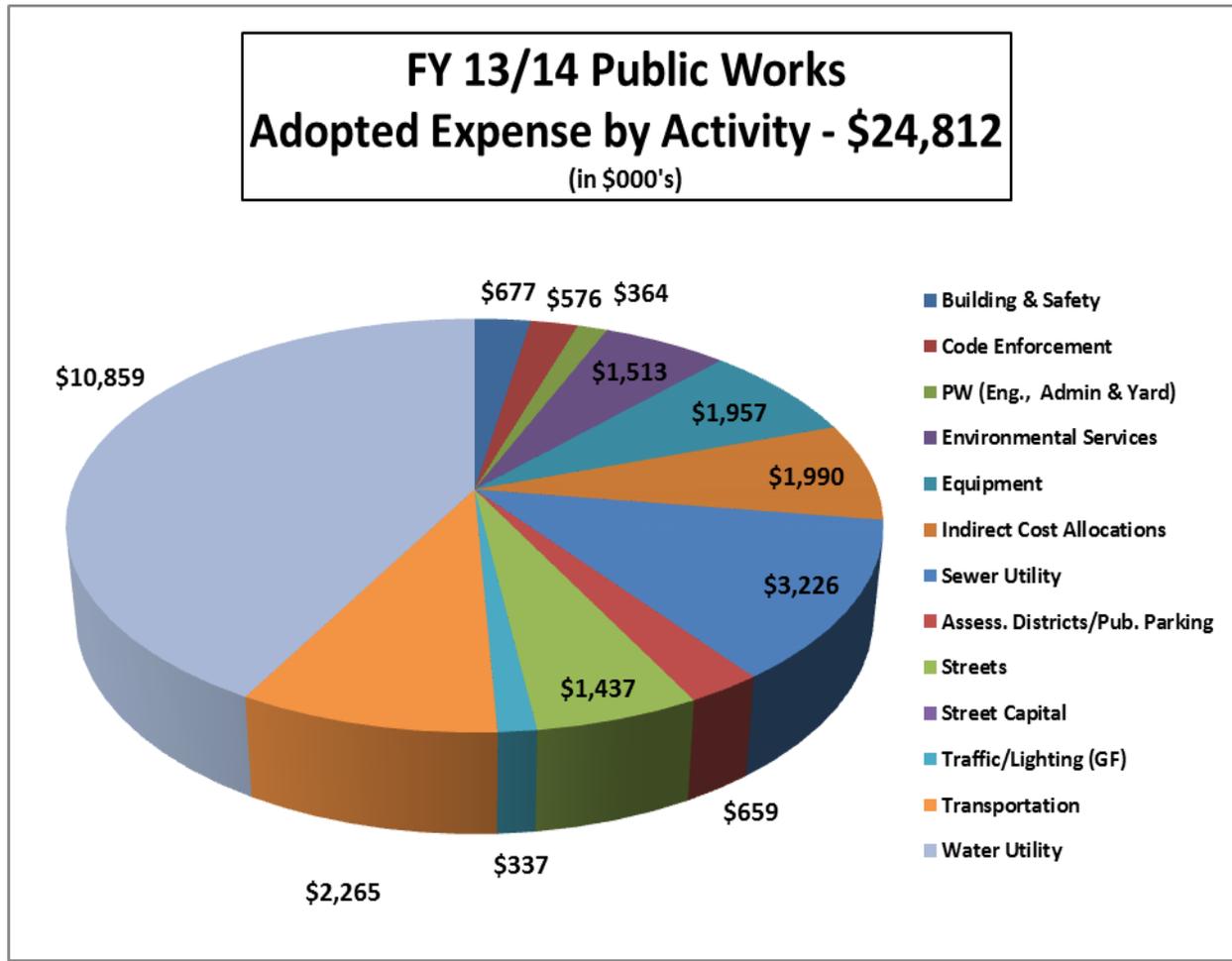


FINANCIAL REVIEW

EXPENDITURES

Operating expenditures for FY 2013-2014 were allocated within twelve primary operational areas, as shown below. The Water Utility has historically been our largest operational expenditure area within the Department. However, for clarity, the Sewer and Water Utility expenditures exceed their revenue amounts because of capital expenditures planned with the remaining balance of bond proceeds in these areas.

2013 – 2014 EXPENDITURE AREAS



CENTRAL EQUIPMENT

Mission Statement: The Central Equipment Division is committed to the protection and preservation of the City's investment in vehicles and rolling equipment. The Division strives to maximize vehicle and equipment life cycles through a comprehensive team approach to management and operations that sustain consistent and high-quality maintenance and repair. The Division utilizes an aggressive and proactive customer service program to ensure safe vehicles and equipment.

Central Equipment has four (4) full-time employees and one (1) part-time employee. Operating funds are derived from the Central Equipment Fund, which totaled \$1,957,520 in Fiscal Year 2014, a one half percent (0.5%) increase from the previous year. This fund area is an "internal service fund" charged to various areas according to equipment use.

Fleet Management – Central Equipment procures, maintains, repairs and disposes of all of the City's 108 vehicles and fuel-powered heavy equipment such as backhoes, including the City's 62 police vehicles. This also includes purchasing and operational responsibilities for the Yard's gasoline and diesel fueling station, which are also used by Covina Valley Unified School District and the L.A. County Fire Department, as well as on-site assistance for the public CNG fueling station.

Equipment Maintenance – Central Equipment procures, maintains, repairs and disposes of the City's 102 pieces of portable equipment including such items as backhoes, directional arrow boards, portable generators and lighting, jackhammers, etc. Additionally, Division personnel operate and maintain the City's three stationary emergency generators located at City Hall, City Yard, and the Police Department, as well as administering their related license, permit and tax compliance issues.

2013 Highlights – There were no budgeted personnel changes in this area, but productivity was reduced by the 6 month vacancy for the part-time mechanic position. Preventative maintenance numbers decreased by about 5% and the instances of emergency calls significantly increased. Specialized equipment acquired over the year included: purchased 3 pieces of major equipment including a new backhoe; 3 civilian vehicles; and 6 new police vehicles, not including the 2 armored Police vehicles put into service from military surplus.

Performance Measures and Results Central Equipment

Measure	2013 Results
Total number of preventative maintenance service repairs completed	460
Total number of safety inspections completed	487
Total number of daily demand service repairs completed	1,001
Total number of tire repairs completed	262
Total number of emergency calls responded to	237
Total amount of fuel purchased (gallons)	109,914
Total number of major repairs (over \$1,000)	32
Total amount of fuel sold to others (gallons)	39,143
Total number of miles traveled – all vehicles	755,214
Total number of trips around the world (based on miles traveled)	30
Total number of parts replaced	6,541
Total number of tires replaced	142
Total amount of oil distributed (quarts)	1,767
Total amount of coolant used (gallons)	80
Total amount of grease used (lbs.)	601



Pictured above, the newly upgraded City Yard CNG fast fill pumps that have more than doubled our CNG fueling availability for the public, and quadrupled our CNG revenue. The acquisition was coordinated and managed by Central Equipment staff and Environmental Services, in addition to their normal daily activities. Equipment staff also provides CNG customer service.



Covina Police accepted a free military surplus Mine Resistant Ambush Protected vehicle ("MRAP," left) worth more than \$500,000. After Equipment staff assessed its mechanical fitness for duty, it was retrofitted to an armored rescue vehicle for the Special Response Team.

Development Services

Building & Safety Section

Mission Statement: Building & Safety provides plan review, inspection, and investigative services to advance public safety in the built environment through collaborative and community partnerships which result in safe, accessible, and sustainable structures.

Building & Safety has five and one half (5.5) full-time equivalent employees, five of which are certified inspectors. A permit technician position was added to the budget and is shared with Code Enforcement. Funding is provided by the General Fund through permit fees collected for plan checking and inspection services, totaling \$677,510 in FY 2014, a one percent (-1%) decrease from FY 2013. It is important to note that this area is fully funded; permit fees generally offset the cost of all Building & Safety operational expenses.

Plan Checking Services – Ensures that all the structural, mechanical, electrical and plumbing systems of all projects meet the applicable code requirements. This includes the review of all on-site grading plans and drainage facilities.

Inspection Services – Provides post-design on-site construction inspection services to ensure that all projects are constructed not only in accordance with the applicable codes, but also in accordance with all approved engineered drawings and documents; industrial waste and NPDES permit inspections for the Environmental Services Section; and specialized structural inspections in support of Code Enforcement, Housing, and Business License activities.

Emergency Response – Building & Safety personnel routinely respond to localized emergencies such as structure fires or vehicle/structure accidents to determine the safety of damaged structures and if they have become uninhabitable. These responses are closely coordinated with the Los Angeles County Fire Department and Covina Police Department, as well as with local utility providers, and now entail an integrated response by City Street and Water personnel and equipment, if needed.

2013 Highlights – The position of Building Official was a frozen vacancy for half of 2013. Certified Building Official William Hayes was hired in June 2013. Since his hire, Section activities have been reorganized to improve customer service and revenues (e.g., keeping the majority of plan reviews in house). The new position of planning technician was also added and filled this fiscal year to improve customer service.

Performance Measures and Results Building & Safety

Measure	2013 Results
Total number of permits issued	1,101
Total number of inspections conducted	6,246
Total number of pre/post permit counter visits	1,806
Total number of pre/post permit activity (hours)	271
Total number of plan checks performed	346
Total valuation of all permits	\$ 21,879,745



Building's Plan Check and Inspection services ensure that all construction in the city meets the highest standards for the protection of public health and safety, whether it is residential, multi-family (above at 1009 N. Citrus), commercial or mixed use.

Code Enforcement Section

Mission Statement: The Code Enforcement Section is committed to improving property standards and quality of life for Covina residents by partnering with property owners to ensure compliance with health, safety, environmental and zoning standards. The Code Enforcement Section works in tandem with other City and County agencies to address concerns that are brought forward by concerned citizens.

Code Enforcement has three (3.0) full-time equivalent employees; 2 are full-time Code Enforcement officers, while the remaining FTE is a part-time Code Enforcement officer and a portion of the full-time Permit Technician shared with Building & Safety. Funding is provided by the General Fund and was previously supplemented by an allocation of funds from the Redevelopment Agency's Low-Moderate Income Housing Fund. With the implementation of the Rental Housing Inspection Program, the City is now able to enhance service levels and increase needed inspection activities. In Fiscal Year 2014, the budget was increased thirty-three percent (33%) to \$576,430 in response to the initiation of the citywide rental inspection program.

Improving the Safety of the Community: Code Enforcement staff partner with the Covina Police Department and the City Prosecutor to address properties that threaten the peace and safety of the community.

Foreclosed and Abandoned Properties: Every month, staff reviews properties that are in the process of foreclosure or between legal owners. Staff works diligently to identify current owners, whether corporate, individual or group investors, and works to ensure that non-owner occupied properties do not degrade or become centers for squatters and illegal activity. The number of foreclosures was down from 90 in January 2013 to just 5 by the end of the calendar year.

Maintaining Health and the Environment: Code Enforcement staff partner with: the Building Section staff in addressing substandard properties and red tagging buildings that are unsafe for occupancy, Housing staff in performing apartment inspections, Environmental Services to enforce industrial waste discharge, and stormwater and solid waste regulations, Planning to enforce zoning regulations, Los Angeles County Vector Control to address green pools, Los Angeles County Animal Control to address issues with pets or livestock, and the Covina Police Department to mitigate abandoned or problem properties.

2013 Highlights: In 2013, staff implemented the Rental Housing Inspection program, passed by Covina City Council in 2012. It requires, at minimum, an annual inspection of non-owner occupied properties in the City in order to ensure these meet City standards. The program provides increased enforcement tools for Police and other safety agencies, when a nuisance process is too slow to address various safety concerns within a neighborhood.

Performance Measures and Results Code Enforcement

Measure	2013 Results
Number of inspections performed	2,870
Number of illegal signs removed from public rights-of-way	768
Number of resolved enforcement cases	1,042
Number of open enforcement cases as of December 31 st	110



Code Enforcement partners with Covina Police to combat an illegal marijuana growing operation in an industrial area of Covina. Below is a before (left) and after (right) of Code Enforcement effort at a residential property.



Engineering Section

Mission Statement: The mission of Engineering is to ensure quality design, oversight, construction, and renovation of the City's infrastructure to secure a high quality of life for Covina's residents, businesses and visitors.

Engineering has two employees. Funding is provided by the General Fund and transfers from the Water Capital and Sewer District funds for Engineering services rendered to those Enterprise Funds. General Fund expenditures in Fiscal Year 2014 totaled \$235,060; less than a two percent (2%) increase from the previous year, but a twenty-three percent (23%) decrease from FY 2012 funding levels.

Engineering Services – Manage the use of public rights-of-way through the issuance of permits and impose conditional requirements on individuals and parties wishing to utilize the public rights-of-way for personal or construction purposes.

Construction Engineering – Provide post-design engineering work, project inspection, and contract administrative functions for capital improvements to ensure compliance with applicable laws and contract documents.

Multi-Discipline – Design sanitary sewers, storm drains, domestic water storage and transmission systems and public street improvements.

2013 Highlights – Engineering Services designed \$3.38 million of sewer, water, and street improvements, part of which are still in construction, to be completed in 2014. Additionally, thanks to the project management efforts of the Engineering Section, the City received a Project of the Year award from the Southern California Chapter of the American Public Works Association, for the citywide sewer replacement project. The largest sewer pipe-bursting replacement project in Southern California, this project accomplished 32,000 feet of sewer pipe replacement to overcome capacity constraints. Cost savings to the City was about 50% of the bid for traditional open trench placement, and with fewer traffic impacts.

Performance Measures and Results Engineering

Measure	2013 Results
Square feet of streets resurfaced	295,629
Tons of paving material utilized	2,815
Tract/parcel maps/site plans reviewed	202
Permits issued for construction in the public right-of-way	261
Projects designed (signed plans, specifications and estimates)	3
Traffic signal system repair orders processed	74
Traffic signal system repair orders completed	74
Inspections made in public right-of-way	255
Total value of projects designed	\$3,385,582



Above, City of Covina was awarded a “Project of the Year” at the annual APWA Southern California Chapter BEST awards for the Citywide Sewer Replacement project. (Left to Right: Construction Inspector Ron Hadloc, Ray Wellington, P.E., of Willdan, Interim Director of Public Works Kalieh Honish, Asst. Civil Engineer Laura Lara, City Manager Daryl Parrish, and then Mayor Walter Allen III). Below is a map of the completed project area.



Environmental Services Section

Mission Statement: Environmental Services is committed to ensuring a safe and healthy city by providing efficient street sweeping, trash and recycling collection; encouraging the use of alternative energies; and managing programs responsible for the removal of pollutants from our air and waterways.

The Environmental Services section had three employees and one part-time intern for six months; a fourth employee was hired the end of July. Funding is provided by the Environmental Fund and various state and local grants. Total funding in FY 2014 was \$1,499,370, an approximate increase of fifteen percent (15%) from the prior year primarily due to the new National Pollutant Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System (MS4) Stormwater Permit requirements.

Integrated Waste Management – Environmental Services administers the City’s Integrated Waste Management program; consisting of solid waste collection, curbside recycling, solid waste and construction material diversion, street sweeping and household hazardous waste programs. The majority of these services are provided under contract by Covina Disposal (Athens Services), under the oversight of Environmental Services.

Environmental Protection – Programs that help to protect the local and regional environment are also administered by Environmental Services. These include street sweeping and storm drain catch basin cleaning (as required by the Federal Clean Water Act); administration of the public sale of compressed natural gas (CNG) for alternative fuel vehicles at the Public Works Yard; and investigation of illicit discharges of material to the public street and drainage systems. In 2011 numerous new energy efficiency, sustainability and conservation programs and projects were undertaken by Environmental Services, expanding the Section’s workload significantly, which continued throughout 2013.

2013 Highlights –

Environmental Education and Outreach

The Environmental Services Section held its annual Covina Green Fair on June 1, 2013. Over 30 environmental agencies and groups and over 3,500 residents participated in the event. The Green Fair featured water and energy conservation, stormwater pollution prevention, recycling, waste management, kid’s recycling crafts and outdoor activity games, and environmental and vehicle demonstrations.

Environmental Services was a Summer Evening Entertainment Series sponsor and hosted a very popular and informative booth each week during the 6 week series. There was a different environmental theme each week: “Don’t waste the watershed”, “No fats, oil, or grease, please”, “Summer solutions to prevent pollution”, “Kill-a-watt and save-a-lot”, “Be green and save some green”, and “Environmental Services at your service”.

Environmental Services hosted a booth at Thunderfest on October 19, 2013, presenting programs available to residents and businesses on energy efficiency and conservation, waste

management, composting, recycling, stormwater pollution prevention, and alternative fuel and alternative fuel vehicle options. Over 100 of the ever-popular used oil recycling containers were given out to residents in a record 1 hour!

Ensuring Appropriate Resource Management

Environmental Services, in conjunction with Los Angeles County Department of Public Works, held 4 Smart Gardening Workshops in Covina. Residents were provided with information on backyard composting, grasscycling, pest management, and water tolerant plants. City of Covina residents received a free backyard compost bin and kitchen composter for attending the workshop. These workshops teach residents how to reduce water consumption in their landscaping and how they can reduce the amount of waste they are contributing to our landfills by composting their organics at home.

Environmental Services applied for the CalRecycle Household Hazardous Waste Sharp Grant. Upon approval, the city received a Sharps kiosk for sharps disposal, which was installed in front of City Hall in August. The grant also included a year's supply of sharps certified containers to be distributed to residents. In addition to the Sharps mail back program, 163 containers have been distributed to residents in 2013. Prior to the installation of the kiosk residents were able to use the City's existing sharps disposal by mail program. However, the convenience of the kiosk has been lauded by residents and the response to this program has been overwhelming!

Leadership in Energy Savings

After numerous projects and thousands of kilowatt hours in energy reduction, the City of Covina has earned enough savings to qualify for the Gold Tier in SCE's Energy Leader Partnerships program. The Gold Tier will reward the City with increased incentives and technical assistance in implementing further energy efficiency projects. The City will continue to work on additional energy projects in the following year and plans to get closer if not achieve the coveted Platinum Tier.

Environmental Services worked with the San Gabriel Valley Council of Governments to host its annual Christmas Light Exchange where residents traded in old Christmas Light strings for new energy efficient LED strings. This event gave residents the opportunity to participate in reducing their energy use during the holidays and helped to spread knowledge about the importance of energy efficiency in everyday actions.

Promoting and Facilitating the use of Alternative Fuel

The upgrade of the Compressed Natural Gas (CNG) station at the City Yard was completed in June. The upgrade of the city's fueling station is now positioned to meet the increasing market demands for this clean air fuel option. By adding a new compressor, 3600 psi dispenser and a new storage vessel to existing equipment, the station is now a chosen fueling destination for local school districts, waste haulers, delivery trucks and commuters who are now able to enjoy faster fueling times while receiving a complete fill due to the upgrade. In the six (6) months since the station re-opened to the public, total gross revenue from public sales is \$87,808, while the net revenue totaled \$75,632. As a comparison, the total gross

revenue from public sales for the 12 months preceding the station upgrade was \$42,541 while the net revenue was only \$23,644. As evidenced in these numbers, the station in its upgraded capacity has already doubled the sales revenue in only six (6) months of operation.

Protecting the Environment

The Industrial Waste Permit, which has been in place since 2010, was reviewed by a consultant and recommended changes were implemented in 2013, resulting in improved public outreach and understanding about the need for the program. During the past three years, over 250 businesses were included in the list. In 2013, one Building Inspector was dedicated to the program and conducted inspections of all 332 qualified businesses. Administrative staff worked to outreach to unpermitted businesses and enforcement was pursued as necessary, resulting in all but 10 businesses paying their 2013 permit fees.

The City's stormwater pollution prevention program, mandated by the federal Clean Water Act and the Los Angeles Regional Water Quality Control Board (Regional Board), requires the City to have a Municipal Separate Sanitary Storm Sewer (MS4) permit. A new MS4 permit was issued by the Regional Board in 2012 and came into effect in 2013. The new permit continues the core programs established by prior permits, but allows cities to enter into watershed-based groups that are allowed to propose plans to address the specific pollutants impacting their watershed. The City of Covina chose to enter into such a collaborative effort and is participating in the Upper San Gabriel River Enhanced Watershed Management Program (EWMP). Environmental Services staff has dedicated thousands of hours in 2013 to implementing the MS4 permit with renewed vigor for existing programs (such as the illicit discharge and elimination program that identifies, inspects, remediates and takes enforcement actions on stormwater pollution violations) and taking an active leadership role in the creation and implementation of the EWMP to ensure the City's compliance with the new permit.



Through education and outreach (such as at the Annual Green Fair above), Environmental staff strives to reduce illegal and hazardous dumping in Covina, as well as help residents make smart greener choices for sustainability and financial savings. Council Member John King (above left, in glasses) at Edison's Energy Booth, with Miss Covina and Miss Covina Valley.



Photos above include bulk items illegally dumped and harmful construction waste run-off into the stormwater system. Staff ensures the proper reporting and removal of all such violations.

Performance Measures and Results Environmental Services

Measure	2013 Results
Total miles of street swept	9,315
Total tons of waste collected	26,061
Total tons of curbside recycling collected	2,243
Total tons of waste diverted from landfills	15,974
Total percentage of waste diverted from landfills	35.87%
Total number of used oil containers distributed	356
Total number of composting bins distributed	99
Total number of sharps containers distributed	169
National Pollutant Discharge Elimination System (NPDES) violations investigated	25
Industrial Waste Permits Issued	322
Industrial Waste Inspections Conducted	752
Total tons of Christmas trees recycled	15
Total tons of green waste diverted	6,126
Total gallons of CNG sold	42,343
Gallons of used oil recycled	12,450
Average monthly City staff rideshare participants	17
Pounds of emissions reduced by employee rideshare program	190
Pounds of emissions reduced by public commuter programs	122
Residential refuse customers serviced	9,022
Commercial refuse customers serviced	1,047
Multi-family refuse customers serviced	532

Transportation Section

Mission Statement: To promote and provide safe, courteous, and efficient multi-modal public transportation and parking facilities and services that support a livable community and economic opportunity for the people of Covina.

The Transportation Section consists of one (1) full-time employee. Funding is provided through two sales tax initiatives (Proposition A and Proposition C) which deliver revenues to the City's Transit and Transportation funds. Funding for the Section totaled \$1,524,000 in FY 2012-2013. Parking permit revenue from the sale of Metrolink parking passes equaled \$240,000 in FY 2012-2013. Parking permit revenues are used to defray the costs of security and maintenance at the Metrolink complex.

Transit Operations – Fund and operate the Foothill Transit and METRO bus pass subsidy programs and finance a variety of special event trips attended by seniors, students and the general public.

Paratransit Operations – Develop and manage the Covina Transit Dial-A-Ride program and supporting Taxi Voucher program for seniors and the disabled.

Transportation Operations – Oversee the maintenance, security and operation of the Covina Metrolink station and parking structure, the municipal parking district, and all City bus stops. Liaison with other cities' paratransit programs and operators; liaison with regional fixed-route transit providers, including Foothill Transit and the Los Angeles County Metropolitan Transportation Authority (MTA); and represent the City's interests with respect to funding and grant opportunities at the MTA, Caltrans and SCAG.

2013 Highlights – In 2013 the Transportation Section focused on the planning and creation of construction documents for several important projects that will commence construction in 2014: an upgrade of the Covina Metrolink Station that will introduce a pedestrian plaza, sustainable lighting and landscaping, and a locker and bike repair facility to partner with the Covina Bikestation; improvements to the path of pedestrian travel from the Metrolink structure to the station; and the introduction of Class III bicycle lanes on Badillo Street, Citrus Avenue, and Azusa Avenue.

Performance Measures and Results Transportation

Measure	2013 Results
Discounted Monthly Bus Passes Sold to Seniors and the Disabled	513
Covina Transit Dial-A-Ride Passengers Served	23,292
Covina Transit Dial-A-Ride Total Vehicle Miles Driven	95,790
Covina Transit Mileage, Equivalent Trips – Los Angeles to New York	34 trips
Metrolink Parking Permits (by day – includes monthly and daily parking)	49,080
Vehicle Trips Eliminated by Covina Metrolink Commuters	412,678
Gallons of Fuel Saved by Covina Metrolink Commuters	394,735
Pounds of CO2 Emissions Curtailed by Covina Metrolink Commuters	7,894,710

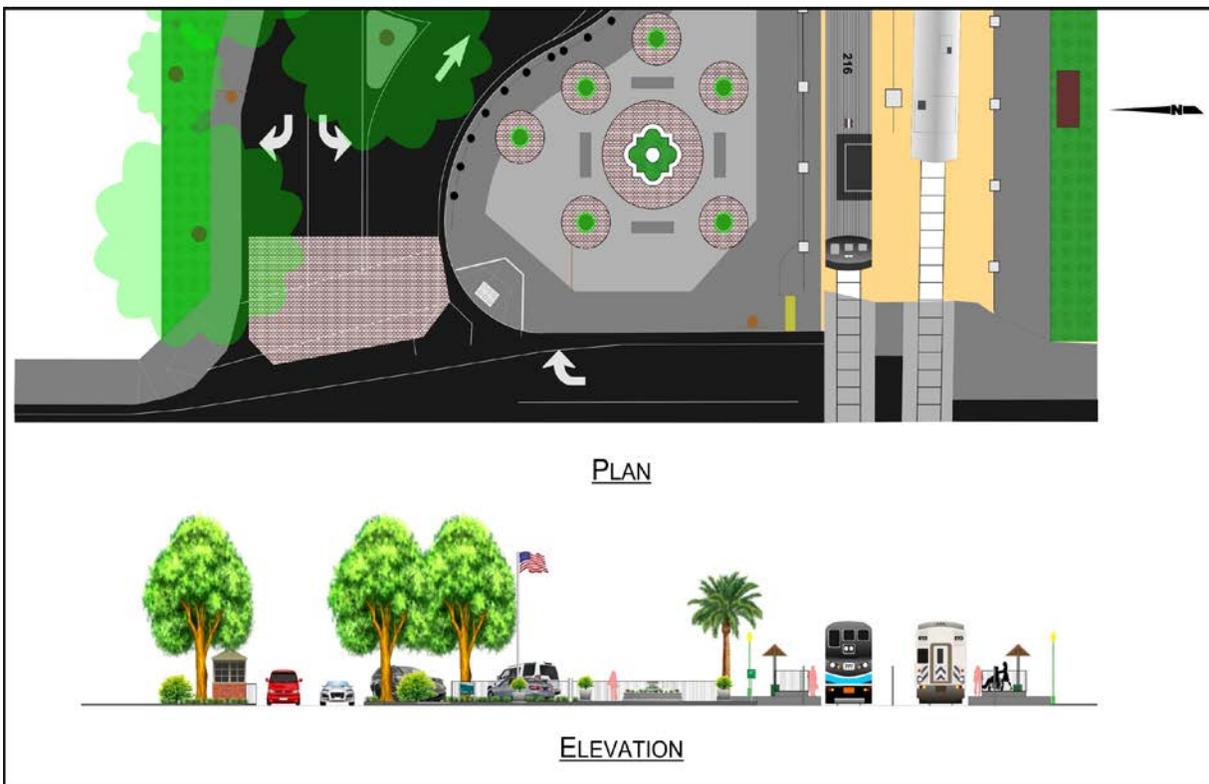


Figure 2 - Metrolink Station Parking Lot Entrance

Representation of Covina Metrolink Station Improvements which will begin construction in 2014

FACILITY MAINTENANCE

Mission Statement: The Facility Maintenance Division is committed to the protection and preservation of the City's investment in buildings and facilities. The Division strives to maximize cost-effective maintenance and repair activities through a coordinated team approach to operations that include both in-house and contractor maintenance and repair services. The Division utilizes an aggressive and proactive customer service approach to ensure rapid responses to all critical needs.

Facility Maintenance has one (1) full-time employee and two (2) part-time employees. Operational funding for this Division comes primarily from the General Fund, with some contributions from Enterprise Funds where facility services are shared. Budgeted General Fund for expenses in this area totaled \$79,920 in FY 2014.

Facility Maintenance – Performs general and preventative maintenance and repair services for all City buildings and requested services for various other facilities including water reservoir sites and park facilities. These activities include both in-house and contract electrical, plumbing, HVAC, carpentry and painting repairs; as well as oversight of contract capital repairs and daily custodial services. Examples of the work completed this year include installation of bollard and security razor wire at the City Yard, as well as painting at the Downtown Parking Structure.

2013 Highlights – In 2013, Building Maintenance played a critical role in the lighting retrofit of City Hall and the City Yard facilities. Staff installed/replaced: 993 bulbs and 285 ballasts at City Hall; and 1,078 bulbs and 447 ballasts at the City Yard. This accomplishment, along with ongoing maintenance levels, is significant because the only full-time employee in this area was on medical leave for more than seven (7) months.

Performance Measures and Results Facility Maintenance

Measure	2013 Results
Total service requests completed	326
Total facility heating/air conditioning repairs completed	28
Total facility lighting/electrical repairs completed	19
Total number of emergency calls responded to	1
Total number of fluorescent tubes replaced	732
Total number of lights converted to compact fluorescent lamps (CFLs)	2,071



In addition to maintenance activities at City offices and facilities, Facility Maintenance staff must provide custom construction and on site design solutions to City building needs, and budgetary restrictions.

STREETS AND SEWERS

Mission Statement: The Streets and Sewers Division is committed to ensuring a safe and healthy city by providing accessible streets; quality maintenance of the city's roadway infrastructure; efficient sanitary sewer maintenance; along with right-of-way litter and abandoned item removal.

The Streets and Sewers Division has ten (10) employees, including the Street Maintenance Foreman. Operational funding is provided by State Gas Tax, Measure R, Landscape District, Sewer District, and Water Utility funds and the General Fund, totaling \$2,022,850 in Fiscal Year 2014. This is more than a four percent (-4%) decrease from the previous fiscal year, but the amount of General Fund in FY 2014 decreased by forty-two percent (-42%), to \$194,920.

Street Maintenance Program – The Street Maintenance Section is responsible for maintaining 34 miles of arterial roadways, 82 miles of residential roadways, 240 miles of curb and gutter, over 9,000 street trees, nearly 4,000 traffic signs (800 of which are classified as critical), and over 1 million square feet of sidewalk. This Section is also responsible for operation of the City's Zone Maintenance program which handles the cleaning of "orphaned" right-of-way areas, repainting of curb and street markings, cleaning of slot gutters and drainage channels, and weed abatement and general litter control.

Sewer Maintenance Program – The Sewer Maintenance Section is responsible for the maintenance and operation of 121 miles of public sanitary sewer and one sewer lift station. The majority of these activities have traditionally been performed under contract. However, the transition is underway to bring these activities in-house to improve the efficiency and effectiveness of the program and to improve emergency response times for potential system overflows. Additionally, while routine cleaning work is currently performed by personnel assigned to sewer maintenance, street maintenance personnel are called upon to supplement the sewer crew as first responders for all system overflows.

2013 Highlights– The Sewer Crew has completed its fourth year of operations, with four complete maintenance cycles around town, as well as monthly visits to the 33 sewer main "hot spots" prone to back-up citywide. The Street Crew had some staffing shortages, due to 2 long-term leaves during this calendar year. Despite that, service levels were maintained or exceeded in some cases. One example is that shopping carts picked up from the public right of way almost doubled from the previous year, and the number of potholes filled is up 10%.

Performance Measures and Results Street & Sewer Maintenance

Measure	2013 Results
Total traffic signs removed/replaced/installed	667
Total number of potholes repaired	2,271
Total square feet of sidewalk removed/replaced	3,458
Total linear feet of curb markings repainted	10,157
Total number of utility cuts repaired	16
Total number of trees trimmed by in-house forces	167
Total number of trees removed by in-house forces	37
Total number of trees trimmed by contract forces	1,123
Total number of trees removed by contract forces	105
Total number of emergency calls responded to	58
Total linear feet of sanitary sewer pipe cleaned/flushed	809,101
Total number of sanitary sewer overflows (SSOs)	1
Total number of shopping carts removed from rights-of-way	715
Total weight of discarded items removed from rights-of-way (tons)	35.5
Total number of storm drain catch basins cleaned	72
Total tons of material used to fill potholes	58
Total tons of asphalt used in skin patching and utility cuts	4
Total tons of trees recycled	285.88
Estimated value of urban forest	\$24,983,040



Above left, Sewer Maintenance staff clear rocks, concrete and debris during an after-hours repair of the sewer main line running through Home Depot's parking lot. Right, a resident picks up free sand bags at the City Yard before a storm.

WATER UTILITY

Mission Statement: The Water Utility Division is committed to planning, protecting, operating, and maintaining the potable water system of the city in a manner that ensures the cost-effective delivery of adequate, high-quality water resources to its customers.

The Water Utility Division has sixteen (16) employees assigned to three (3) operational areas: Production and Storage, Transmission and Distribution, and Customer Service. Operating funds are provided by the Water Utility and Water Capital Funds and totaled \$14,603,840 in FY 2014, of that, approximately \$5 million is for capital projects.

Production and Storage – This Section is responsible for the maintenance and operation of the City’s 9 reservoirs and 7 pump stations with a system capacity of 20.545 million gallons. The two pump operators assigned to this Section are responsible for monitoring and adjusting the system **24 hours a day** to ensure adequate water availability for both routine daily use and fire protection needs at all times. They also conduct daily testing of the water for quality assurance, as well as other monthly and annual testing for state regulatory compliance with the Department of Public Health.

Transmission and Distribution – This Section is responsible for the maintenance and operation of 102 miles of water main lines; 8,590 service lines and meters; and 991 fire hydrants. The most visible of the Sections, Transmission and Distribution employees completed 56 main line repairs and 81 service line repairs over the course of the 2013 calendar year.

Customer Service – The Customer Service Section is responsible for service turn-ons and offs, meter reading, meter replacements, system flushing and blow-off’s, backflow prevention and testing, water conservation programs, and responses to customer usage inquiries. In 2013, Customer Service personnel completed 6,844 consumer contacts.

2013 Highlights – On July 18, 2013, the Water Utility hosted a grand opening of their \$6.1 million completed water system capacity improvements, completed with water bonds. The improvements included a brand new 3 million gallon water tank at Charter Oak Reservoirs, as well as the refurbishment and re-roofing of Cypress Street Reservoir, and the installation of a new booster pump station on Holt Avenue.

Performance Measures and Results Water Utility

Measure	2013 Results
Total number of meters read	102,600
Total number of meter replacements completed	390
Total number of consumer responses completed	6,844
Total number of backflow tests completed	64
Total number of flushed/blow-offs completed	15
Total number of service lines repaired/replaced	56
Total number of main lines repaired/replaced	57
Total number of fire hydrants repaired/replaced	26
Total gallons of water supplied	1,814,774,150
Total gallons of water supplied on a daily basis	4,971,983
Total number of emergency calls responded to	53
Average GPM, 24-hours per day, 7-days per week	3,452 GPM
Total number of water quality tests done annually	652



Pictured above left are Water Division employees who completed 35 years of service in 2013; Water Supervisor Dean “Dino” Dospital (right with hat), and Water Foreman Mike Puente, Sr. (left), consult the “rookie” of 24 years, Crew Leader Mike Gibb (center). Pictured above right, Equipment Operator Victor Ramirez (far right with broom), who completed 30 years in 2013, is showing one of the newest hires how to operate the backhoe.

ADMINISTRATIVE SERVICES

Mission Statement: The Administrative Services Division provides timely, high-quality financial and management reports, information, and support services. In addition, it provides invaluable support to the Department's other Divisions to meet their primary goal of serving the citizens of Covina.

The Administrative Services Division has a total of four and three-quarter (4.75) full-time equivalent employees, consisting of four Senior Administrative Technicians and one three-quarter time Administrative Clerk. Funding is provided by the Water Utility Fund, Environmental Fund, Central Equipment Fund, and the General Fund. Total budget for the Administrative Services Division in FY 2012 was \$837,528, the majority of which is included within the aforementioned Division budgets.

Administrative Services – The Administrative Services Division provides administrative oversight to the Department as a whole, as well as administrative support and customer service for each of the Department's divisions. These activities include such indispensable efforts as the preparation of the Department's operating budget; monthly revenue and expenditure reports; production and management of the Department's Capital Improvement Program budget; projection and monitoring of departmental revenues; maintenance and administration of employee personnel files, reports and information; personnel recruitment, evaluation and training; processing of all purchasing-related documents and monitoring of purchase order status; monitoring of state and federal legislation that may impact the Public Works Department; development and oversight of the Department's safety program including all Cal-OSHA compliance; centralized word-processing for all divisions; contract management, such as the graffiti removal contract services and requests, and preparation of miscellaneous reports, studies, and analysis, as needed.

Special Districts – Manage the operation of the City's street lighting special district and coordinate the cadastral engineering under contract for all special district assessment proceedings.

2013 Highlights – In 2013 Administrative Services maintained service levels and hosted the 2nd Annual Public Works Open House in honor of National Public Works Week. This event allows the public to come see demonstrations of our operations, plus provide one on one interaction to answer questions about a wide array of City services.

Performance Measures and Results Administrative Services

Measure	2013 Results
Total Departmental positions recruited and examined	8
Total number of job applicants screened	1,018
Total number of budgetary activity cost centers prepared and monitored	82
Total number of Dig Alert service tickets processed and tracked	364
Total number of invoices processed	3,467
Total number of work orders processed	10,552
Total number of training internal training sessions conducted	184
Total number of job related injuries	10
Total number of At-Risk youth employed and monitored through L.A. Works	6
Total number of public notices processed and mailed	37,032
Total number of traffic signal outages reported to contract service provider	32
Total number of street light outages reported to Edison	42
Total Department budget administered	\$24.8M



Public Works Administration hosted the 2nd Annual Public Works Open House to encourage the public to come learn about the many department operational areas. Above right: Council Member Jorge Marquez and Assistant Public Works Director Alex Gonzalez talk signs.



CAPITAL IMPROVEMENT PROGRAM

The Capital Improvement Program (CIP) is a Citywide budgetary expenditure prepared by City Administration and the Finance Department and managed by the City's various departments; with the goal of enhancing and/or improving the City's public infrastructure. The Public Works Department manages CIP projects pertaining to improvements of the city's infrastructure including streets, traffic signals, non-park public buildings, sewers, storm drains, water systems, and any specific projects that may be requested by other departments.

The development of the CIP is a collaborative process. Every year ideas for new projects are solicited from each of the Department's divisions and from City employees. The project ideas are then evaluated and prioritized for possible inclusion in that fiscal year's CIP which is funded with a combination of available revenue sources including grants, restricted state and federal funds, local restricted funds such as water capital and assessment district funds, revenue bond proceeds backed by newly adopted rate structures, and General Funds.



Above are shots of a 3 million gallon concrete water reservoir as it is being constructed at the Charter Oak Reservoir site (Tank #4), increasing our Water Utility's capacity to serve its users around the clock. Below is the ribbon cutting ceremony for all Water Utility Production and Storage capital improvement projects funded with Water Utility Bonds, which included Holt Avenue Pump Station, and the rehabilitation and new roof for Cypress Reservoir.



Above is the ribbon cutting for the Grand Opening of \$6.1 million in Water Utility improvements. Pictured above, left to right, Council Member Kevin Stapleton, Interim Director Kalieh Honish, Assistant Director Alex Gonzalez, Water Pump Operator Oscar Luque, then Mayor Walter Allen, III, Water System Supervisor Dean Dospital, then Mayor Pro Tem Peggy Delach, Superintendent Paul Hertz, Water Worker William Ruty, Water Crew Leader Mike Gibb, Water Worker David Lopez, Construction Inspector Ron Hadloc, and Assistant Engineer Laura Lara.

Recently Completed Projects

FACILITY/LOCATION	PROJECT SCOPE
Charter Oak Reservoir	Construct new 3-million gallon steel tank
Charter Oak Reservoir	Refurbish existing concrete tank
Forestdale Reservoir	Upgrade operating valves and electric
Cypress Reservoir	Refurbish existing concrete reservoir
Holt Avenue	Construct new booster pump station
System-wide	Install auxiliary power systems at pump stations
System-wide	Construct photovoltaic generations systems
Vincent – Badillo to San Bernardino	Sanitary sewer upgrade
Edenfield – Devanah to Grondahl	Sanitary sewer upgrade
Grondahl – Albertson to Hollenbeck	Sanitary sewer upgrade
Azusa – Badillo to Puente	Sanitary sewer upgrade
Park – Benwood to Cypress	Sanitary sewer upgrade
Cypress – Fourth to Azusa	Sanitary sewer upgrade
Cypress – Homerest to Lark Ellen	Sanitary sewer upgrade
Third – Geneva to San Bernardino	Sanitary sewer upgrade
San Bernardino – Third to Cedar	Sanitary sewer upgrade
Various areas in the Downtown	Sanitary sewer upgrade

Rowland – Second to Citrus	Sanitary sewer upgrade
Citrus – Rowland to Workman	Sanitary sewer upgrade
Edna – Cummings to Barranca	Sanitary sewer upgrade
Ivescrest – Edgecomb to Ruddock	Sanitary sewer upgrade
Grand – Ruddock to Badillo	Sanitary sewer upgrade
Puente – Barranca to Armel	Sanitary sewer upgrade, water main replacement and street reconstruction
Various city facilities	Energy savings improvements
Water Utility	Automated meter reading system
Public Works Yard	Upgrade of CNG fueling system

Projects in Progress

FACILITY/LOCATION	PROJECT SCOPE
Covina Town Center	Water main replacement
Eastland Shopping Center	Water main replacement
Edgecomb – Grand to Jenifer	Water main replacement and street resurfacing
Westridge – Ruddock to Wingate	Water main replacement and street resurfacing
Jenifer – Ruddock to Wingate	Water main replacement and street resurfacing
Nearglen – Ruddock to Wingate	Water main replacement and street resurfacing
Calmgrove – Ruddock to Wingate	Water main replacement and street resurfacing
Danehurst – Ruddock to Wingate	Water main replacement and street resurfacing
Bender – Wanamaker to Ruddock	Water main replacement and street resurfacing
Hollenbeck – Rowland to Puente	Water main replacement
Cedar – Casad to Puente	Water main replacement and street resurfacing
Casad – Hepner to westerly end	Water main replacement and street resurfacing
Swanee – Hepner to westerly end	Water main replacement and street resurfacing
Hepner – Rowland to Puente	Water main replacement and street resurfacing
Albertson – Rowland to Puente	Water main replacement and street resurfacing
Aldenville – Rowland to Puente	Water main replacement and street resurfacing
Fenimore – Rowland to northerly end	Water main replacement and street resurfacing
Fenimore – Rowland to Workman	Water main replacement and street resurfacing
Chaparro – Covina Hills to easterly end	Water main replacement and street resurfacing
Corrida – Chaparro to Chaparro	Water main replacement and street resurfacing
Hollenbeck – Badillo to San Bernardino	Water main replacement
Larkin – Badillo to San Bernardino	Water main replacement and street resurfacing
Heathdale – Badillo to San Bernardino	Water main replacement and street resurfacing
Houser – Badillo to San Bernardino	Water main replacement and street resurfacing
Armel – Badillo to San Bernardino	Water main replacement and street resurfacing
Elspeth – Badillo to San Bernardino	Water main replacement and street resurfacing
Kenoak – Elspeth to easterly end	Water main replacement and street resurfacing
Adams Park – Elspeth to easterly end	Water main replacement and street resurfacing
Palm – Elspeth to easterly end	Water main replacement and street resurfacing
Badillo NSR – Larkin to Elspeth	Water main replacement and street resurfacing
San Bernardino – Azusa to Hollenbeck	Water main replacement

Covina – Barranca to Grand	Water main replacement
Barranca – Cypress to Covina	Water main replacement
Brookport – Barranca to Grandview	Water main replacement and street resurfacing
Bellbrook – Barranca to Grandview	Water main replacement and street resurfacing
Benwood – Barranca to Grandview	Water main replacement and street resurfacing
Benbow – Barranca to Grandview	Water main replacement and street resurfacing
Grandview – Cypress to Covina	Water main replacement and street resurfacing
Prospero – Cypress to Covina	Water main replacement and street resurfacing
Starcrest – Cypress to Covina	Water main replacement and street resurfacing
Virginia – Cypress to Covina	Water main replacement
Benbow – Virginia to easterly end	Water main replacement
Marilyn – Virginia to easterly end	Water main replacement
Bickley – Virginia to easterly end	Water main replacement
Kemp – Virginia to easterly end	Water main replacement
Wingate – Glendora to Banna	Street resurfacing/water main replacement
Rimhurst – Wingate to northerly end	Street resurfacing/water main replacement
Mangrove – Wingate to northerly end	Street resurfacing/water main replacement
Retford – Ivescrest to westerly end	Street resurfacing/water main replacement
Mangrove – Ruddock to northerly end	Street resurfacing/water main replacement
Ruddock – Ivescrest to Banna	Street resurfacing/water main replacement
Hollenbeck – Arrow to San Dimas Wash	Street resurfacing/water main replacement
Hollenbeck – RR tracks to San Bernardino	Street resurfacing/water main replacement
Cypress – Citrus to Cedar	Street resurfacing/water main replacement
Covina – east of Glendora to Badillo	Street resurfacing/water main replacement
Linda Terrace – Ruddock to San Bernardino	Street resurfacing/water main replacement
Ruddock – Forestdale to Grand	Street resurfacing/water main replacement
Forestdale – Ruddock to southerly end	Street resurfacing/water main replacement
Adams Park – Forestdale to Grand	Street resurfacing/water main replacement
Italia – Linda Terrace to easterly end	Street resurfacing/water main replacement
Brightview – Adams Park to southerly end	Street resurfacing/water main replacement
De Lay – Adams Park to southerly end	Street resurfacing/water main replacement
De Lay – Adams Park to Ruddock	Street resurfacing/water main replacement
Linda Terrace – Adams Park to Italia	Street resurfacing/water main replacement
City Hall	Roof design and repair
Joslyn Center	Roof and building envelope design and repair
Covina and Sunflower	Traffic signal system
Cienega and Glendora	Traffic signal system