

Department of Public Works

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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 sixth Annual Report, covering calendar year 2012. 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 tirelessly to protect and support your quality of life.

For this year's annual report we have adopted the National Public Works Week theme depicted in the cover art: "*Because of Public Works...*" The American Public Works Association (APWA) has sponsored National Public Works Week every year since 1960 to promote the importance of the contribution of public works to their daily lives: planning, building, managing and operating the heart of our local communities and building quality of life. Some of the things that our Department of Public Works strives to ensure are adequate water, reliable sewers, safe streets and neighborhoods, sustainable policies, efficient traffic and safe clean communities.

We believe these efforts show our commitment to all of the 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.*

The men and women of the Public Works Department work tirelessly to ensure that the community can rely on the "product" that we provide 24/7. Like all other departments, we have to continue to balance shrinking budgets against growing public service need and expanding regulatory restrictions; but in so doing, we always try to demonstrate our commitment and pride in what we provide. The public trust and reliance on our efforts is what motivates us to master and own every project and task we complete. We strive to consider: "How would I want it done for me if I was the one paying for it?" This concept is the core of the Department's beliefs and values; and I believe it shows in our every day performance.

Kalieh R. Honish
Interim Director of Public Works

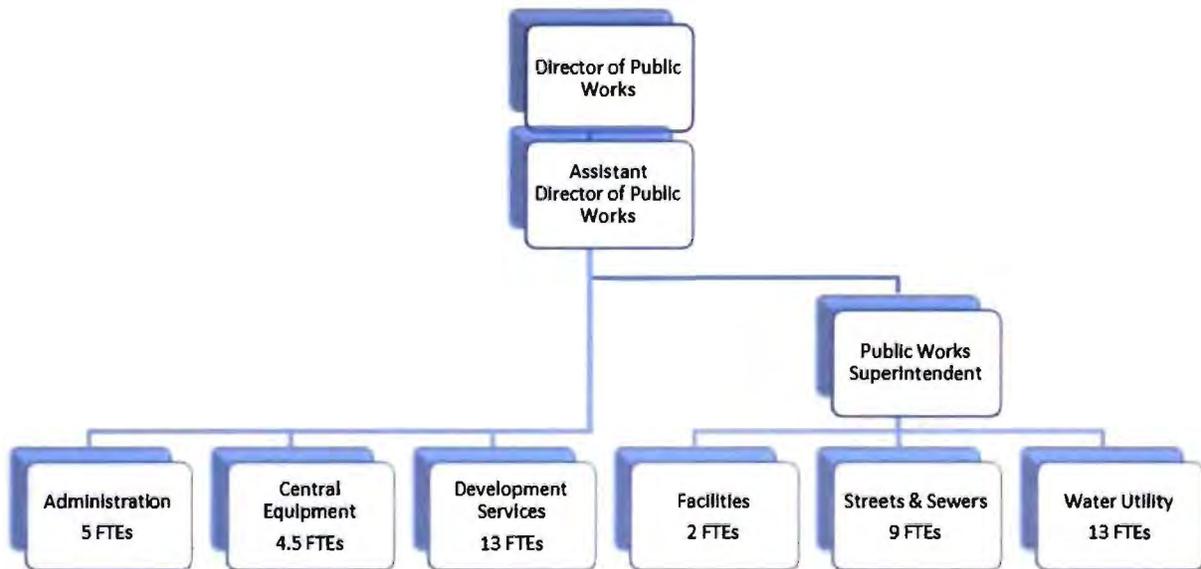
2012 PUBLIC WORKS ORGANIZATION

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.

In its on-going evolution, the Public Works Department again experienced some changes, more related to staffing departures than to service level changes as in past years. Over the course of the summer in 2012, we lost our City Engineer, our Building Official, and our Public Works Director, all as a result of retirements. In August of 2012, the former Director, Steve Henley retired, after a successful 6 year term which resulted in a much needed modernization of the Department. The result was a significant loss of institutional knowledge and industry experience. Overall, the Department decreased by only one part-time position (the loss of the part-time City Engineer position due to CalPERS reforms as they relate to retirees), to a total of 49.5 full-time equivalent positions organized into six divisions.

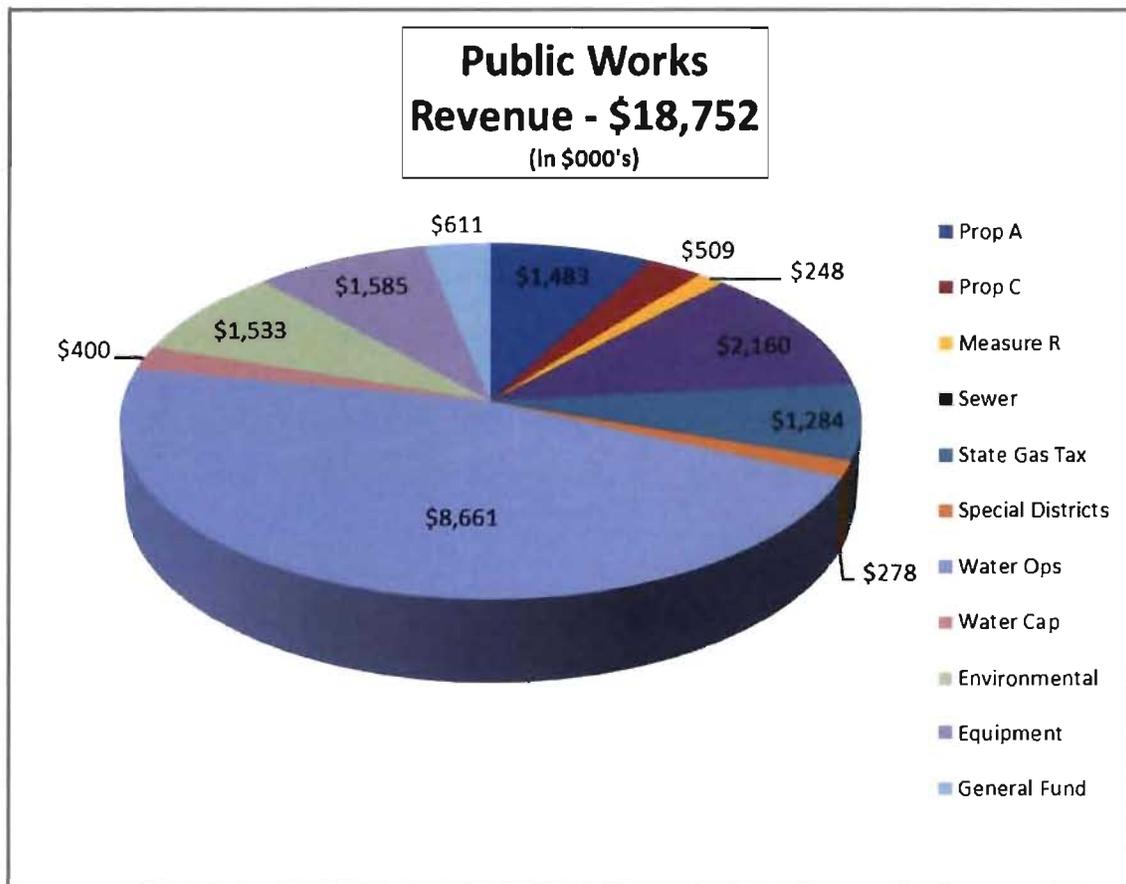
PUBLIC WORKS ORGANIZATIONAL CHART



FINANCIAL REVIEW REVENUES

Operating revenues for FY 2012-2013 total \$18,752,470, consisting of fourteen fund sources. As depicted below, approximately 96.8% of the Department's fiscal year funding currently comes from restricted and/or Enterprise funds while only 3.2% originates from within the City's General Fund. The substantial increase in funding to the Department over the previous fiscal year is primarily due to the influx of Sewer District revenue bond proceeds, which are committed to sanitary sewer capital improvement projects as one-time expenditures.

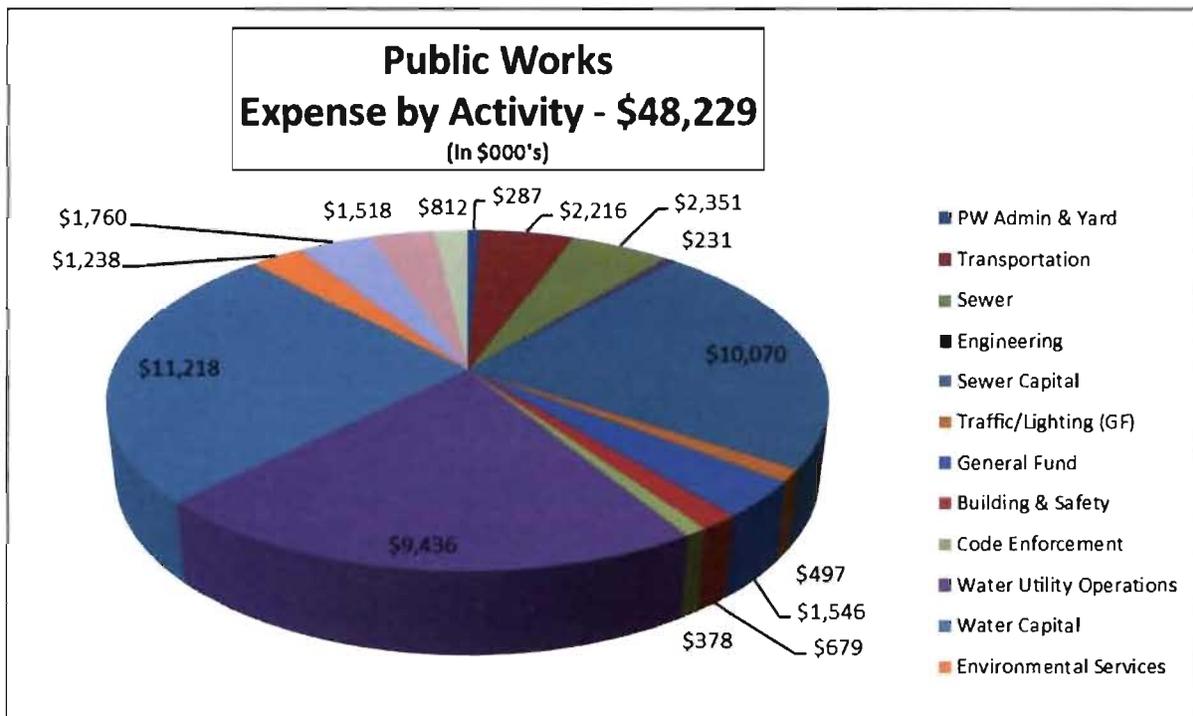
2012 – 2013 REVENUE SOURCES



FINANCIAL REVIEW EXPENDITURES

Operating expenditures for FY 2012-2013 were allocated within fourteen primary operational areas, as shown below. The Water Utility has historically been our largest operational expenditure area within the Department. However, for clarity, the infusion of revenue bond proceeds from the Sewer and Water Utility are separated revenue areas because they represent temporary budget increases.

2012 – 2013 EXPENDITURE AREAS



With the continuing unreliable nature of federal and state funding for local infrastructure renovation, maintenance and operation, stable funding sources for the City's utility and roadway systems and facilities continues to be needed. Additionally, as the persistently weak economy continues to put pressure on the City's General Fund, the Department's strategy of transferring Public Works' operational costs from the General Fund to Special Districts, Enterprise Funds, and User Fees to the maximum extent practicable remains the only viable means of providing the levels of service demanded by the community. To this end, the Department has been able to cut its draw against the General Fund in half from

approximately seven percent (7%) of the City's General Fund allocation during Fiscal Year 2007-2008 to three and one-half (3.5%) in Fiscal Year 2012-2013, even with the transfer of Building & Safety, Code Enforcement and Transportation activities to the Department during that time. Accordingly, Public Works continues to be one of the largest departments of the City but one of the smallest recipients of General Fund appropriations.

We anticipate the Department's General Fund allocation will remain flat or continue to be reduced as on-going economic pressures require available General Funds to be diverted to mandatory public safety activities and/or other Departments. As this funds shift continues, it will be essential that Public Works carefully balance its operational activities with available Enterprise, Special District, and fee-for-service funds to maintain the Department's progress towards improvement of the city's infrastructure while obtaining operational sustainability.

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 \$1,518,400 in FY 2013, a 4.7% 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 115 vehicles and fuel-powered heavy equipment such as backhoes, including the City's 59 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 87 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.

2012 Highlights – There were no personnel changes in this area, but the preventative maintenance numbers increased, and the instances of emergency calls significantly decreased. Staff in this area always strives to train and educate themselves on the latest technology to ensure that the City equipment is in the best condition possible, regardless of age or purpose.

Specialized equipment acquired over the year included 2 generators (one portable, and one stationary), and the following cars for the Police Department: one (1) Chevrolet Tahoe, one (1) Chrysler 300, and three (3) police patrol vehicles.

Performance Measures and Results Central Equipment

Measure	2012 Results
Total number of preventative maintenance service repairs completed	529
Total number of safety inspections completed	535
Total number of daily demand service repairs completed	1248
Total number of tire repairs completed	225
Total number of emergency calls responded to	187
Total amount of fuel purchased (gallons)	118,245
Total amount of fuel sold to others (gallons)	47,373
Total number of miles traveled – all vehicles	601,795
Total number of miles traveled – around the world	24.2
Total number of parts replaced	4,673
Total number of tires replaced	123
Total amount of oil distributed (quarts)	1,692
Total amount of coolant used (gallons)	88
Total amount of grease used (lbs.)	686



Central Equipment staff continually ensures that our fleet and equipment are ready to go 24/7. Pictured above, the new City Yard emergency generator will operate Yard offices and the fuel pumps in an outage, thereby improving our disaster preparedness. The acquisition was coordinated and managed by Central Equipment staff in addition to their normal daily activities.

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 (5) employees, all of which are certified inspectors. Funding is provided by the General Fund through permit fees collected for plan checking and inspection services, totaling \$679,100 in FY 2013; a thirty-three percent (33%) increase from FY 2012, related primarily to the loss of Redevelopment Agency funds for Building services. It is important to note that the permit fees generally offset the cost of 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 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.

2012 Highlights – Mid-2012 saw the retirement of the Building Official. As a General Fund cost saving measure, the position was frozen temporarily for the remainder of the year, and the Deputy Building Official served as Acting Building Official. The position will be filled in 2013, and service levels are expected to return to normal or increase.

Performance Measures and Results Building & Safety

Measure	2012 Results
Total number of permits issued	1,032
Total number of inspections conducted	5,629
Total number of pre/post permit counter visits	2,168
Total number of pre/post permit activity (hours)	325.65
Total number of plan checks performed	403
Total valuation of all permits	\$44,017,235



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 (above). In addition, they strive to educate the public about safe, approved building practices, at City Hall, as well as at Community events, such as this booth at the Police Department's Safety Fair in June (below).



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 two and one-half (2.5) full-time equivalent employees. 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 Redevelopment Agency's dissolution, Fiscal Year 2013 saw a budget increase to this area of forty-one percent (41%), to \$377,590.

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.

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.

2012 Highlights: In 2012 the Code Enforcement Section partnered with the Covina Police Department and the City Prosecutor to update several sections of the Covina Municipal Code to streamline enforcement and make the code easier for the public to understand, as well as introducing new tools that will improve the effectiveness of abatement actions against large corporations or investment groups that allow properties to degrade and affect community standards.

In 2012, the Covina City Council also passed a rental inspection that requires, at minimum, an annual inspection of non-owner occupied properties in the City in order to ensure these meet City standards.

**Performance Measures and Results
Code Enforcement**

Measure	2012 Results
Number of inspections performed	11,280
Number of illegal signs removed from public rights-of-way	2,046
Number of resolved enforcement cases	1,080
Number of open enforcement cases as of December 31 st	286



Well known for its involvement in neighborhood preservation, Code Enforcement also partners with Community Groups and other Sections in the Development Services Division to help resolve Code violations and concerns. The photo on the left is of a weekend Community Clean-up event sponsored by Environmental Services in the Prospero Park area, which was also coordinated as a way to help resolve some debris violations in the vicinity. The photo on the right is of a group of volunteers from a local church group that are helping Code Enforcement staff address chipped paint and neglected landscaping at a disabled veteran's home.

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. FY 2013 funding totaled \$230,640; a four percent (4%) increase from the previous year, but a fifty-one percent (51%) decrease from FY 2010 funding levels. The funding shift was related to a significant shift of engineering services to Enterprise Fund capital improvement projects, and therefore the overall decrease is temporary.

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.

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.

2012 Highlights – Engineering Services designed and put out for bid \$1.75 million of sewer, water, and street improvements, part of which are still in construction, to be completed in 2013. Additionally, they inspected and managed the Citywide Sewer replacements project, total project value \$4 million. They also contributed inspection and oversight of the Olmec Head monument relocation at Xalapa Park. Additionally, inspection services and design review were provided for not only the Department's capital improvements but also for Citrus Walk, a private sewer extension project on Azusa Avenue, and the Southern California Gas Company advanced meter project.

Performance Measures and Results Engineering

Measure	2012 Results
Square feet of residential streets slurried	0
Square feet of streets resurfaced	182,900
Tons of paving material utilized	2,256
Tract/parcel maps/site plans reviewed	229
Permits issued for construction in the public right-of-way	289
Projects designed (signed plans, specifications and estimates)	3
Traffic signal system repair orders processed	109
Traffic signal system repair orders completed	109
Inspections made in public right-of-way	452
Parking District permits issued	1,014
Total value of projects designed	\$1,750,000



Above are shots of the \$4 million City-wide sewer rehabilitation project funded by Wastewater Bonds. This project, supervised and coordinated by Engineering staff, was the largest pipe bursting project of its kind in Southern California history, according to pipe bursting industry leaders.

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 conservation and the use of alternative energies; and managing programs responsible for the removal of pollutants from our air and waterways.

The Environmental Services section has three (3) employees. Funding is provided by the Environmental Fund and various state and local grants. Total funding in FY 2012 was \$1,238,300; a decrease of twenty-seven percent (27%) over the prior year.

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

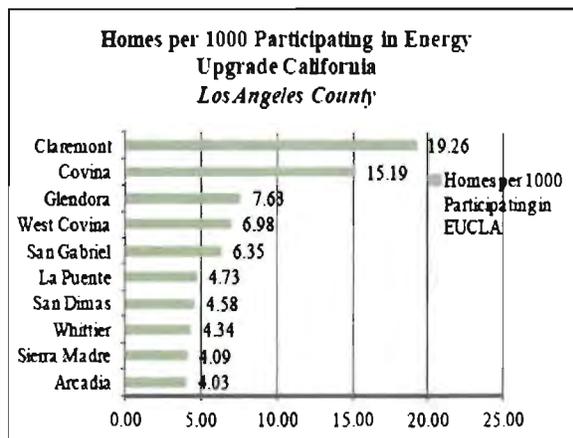
Environmental Protection – Programs that help to protect the local and regional environment are also administered by Environmental Services. These include the administration of the municipal stormwater permit and other programs required by the Federal Clean Water Act; administration of the public sale of compressed natural gas (CNG) for alternative fuel vehicles at the Public Works Yard; administration of the industrial waste program; coordination of energy efficiency projects and programs; and investigation of discharges of pollutants to the public street and drainage systems. In 2012 numerous new energy efficiency, sustainability and conservation programs and projects were undertaken by Environmental Services, expanding the Section’s workload significantly.

2012 Highlights –Environmental Services continued its aggressive outreach program in 2012 by organizing and participating in over a dozen events and activities throughout the year. During the months of April, May and June Environmental Services organized Covina’s Green Living Events. The events included a “Do-it-Herself” Workshop; two days of Community Clean Up events at three locations in the city; a Smart Gardening Workshop; and Environmental Storybook Hour; Kids Environmental craft workshop; an E-Waste collection, and outreach at the Public Works Open House. The largest of the Green Living events was Environmental Services’ second annual Covina Green Fair on May 12, 2012. Over 30 environmental agencies and groups and over 3,500 residents participated

in the event. The Green Fair featured water and energy conservation workshops, recycling, waste management, kid's activities and crafts, and environmental and vehicle demonstrations.

Environmental Services also participates in numerous other outreach events in Covina and the region, including: Thunderfest ; the Sanitation Districts of Los Angeles County's Green Fair; Day of the Child; Weekly participation in the Covina Summer Concert Series; and the quarterly E-Waste events at Home Depot that are sponsored by the Covina Chamber of Commerce.

For the second year in a row, the City of Covina received an award from the San Gabriel Valley Energywise Partnership for its efforts in the field of energy efficiency. In 2012 the City received the Engagement Award for completing the greatest number of energy efficiency projects ever completed by a Partnership city in one year! Those projects included: lighting retrofits in the library, downtown parking structure, installation of a variable speed pump at Covina Park, and upgrades of several water reservoir pumps.



Rank	City	Homes per 1000 Participating in EUCLA	Number of Retrofits
1	Claremont	19.26	162
2	Covina	15.19	148
3	Glendora	7.63	98
4	West Covina	6.98	147
5	San Gabriel	6.35	46
6	La Puente	4.73	33
7	San Dimas	4.58	33
8	Whittier	4.34	81
9	Sierra Madre	4.09	14
10	Arcadia	4.03	48

The charts above show how Covina ranked second in the entire County in the Energy Upgrade California Program, thanks to the efforts of Environmental Services. To make the program more attractive, Environmental Services offered City residents additional rebates of \$3,500 (from federal Energy Efficiency Conservation Block Grant funds) on top of the \$8,000 in rebates available from the utilities and LA County.

A significant amount of the Section's time in 2012 was also devoted to tracking and advocacy efforts on the proposed Municipal Separate Storm Sewer System (MS4) permit for Los Angeles County, which was finally adopted by the LA Regional Water Quality Control Board on November 18, 2012.

Performance Measures and Results Environmental Services

Measure	2012 Results
Total miles of street swept	9,374
Total tons of waste collected	28,842
Total tons of curbside recycling collected	2,313
Total tons of waste diverted from landfills	14,862
Total percentage of waste diverted from landfills	33.46%
Total number of used oil containers distributed	384
Total number of composting bins distributed	73
National Pollutant Discharge Elimination System (NPDES) violations investigated	35
Total number of waste management consumer complaints investigated	2
Total number of Christmas trees recycled	3,360
Total tons of Christmas trees recycled	33.60
Total tons of green waste diverted	6,277
Total gallons of CNG sold	18,727
Gallons of used oil recycled	12,295
Pounds of emissions reduced by employee rideshare program	149
Pounds of emissions reduced by public commuter programs	124



In addition to ensuring customer satisfaction with trash and street sweeping services in Covina, the Environmental Services staff goes out of their way to educate the residents on sustainability, money/energy saving opportunities, and good environmental stewardship. Above is the second annual Covina Green Fair.

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 \$2,260,000 in FY 2013.

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.

2012 Highlights – In 2012 the Transportation Section focused on the planning and creation of construction documents for several important projects that will commence construction in 2013-2014: 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	2012 Results
Bus passes sold	659
Covina Transit unlinked passenger trips	25,350
Covina Transit total vehicle miles	96,632
Total vehicle miles traveled – around the world	3.02
Covina Transit vehicle revenue hours	7,353
Metrolink East monthly permits sold	2,646
Metrolink West monthly permits sold	7,311
Metrolink West average daily permits sold	73



The Covina Transit Dial-A-Ride system operates from 7:00 a.m. to 6:00 p.m., Monday through Friday and 8:00 a.m. to 3:00 p.m., Saturday and Sunday. Rides are \$0.25 cents each way within the City with free rides to the senior center, library and City Hall. It is a very good deal for the senior citizens and disabled residents who utilize the service.

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 expenses in this area totaled \$178,410 in FY 2013; more than \$50,000 of this total is for cost saving contract maintenance services.

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. A keynote project completed during the past year was the re-activation of the City Hall fountain. With the majority of the fountain's piping leaking and in need of replacement, preliminary repair estimates from various companies were in the range of \$15,000 to \$45,000 and would have required extensive demolition work to take place. Using their ingenuity and creativity, staff was able to re-activate the fountain in less than two weeks for under \$500.

2012 Highlights – In 2012, Building Maintenance played a critical role in the lighting retrofit of the Downtown parking structure. Staff worked with the contractor hired by Environmental Services to ensure that the energy efficient fixtures and sensors worked appropriately in the structure without compromising safety. They monitored the operation of the lights and recommended changes and adjustments that improved the efficiency and quality of the retrofit.

Performance Measures and Results Facility Maintenance

Measure	2012 Results
Total service requests completed	232
Total facility heating/air conditioning repairs completed	26
Total facility lighting/electrical repairs completed	30
Total number of emergency calls responded to	4
Total number of fluorescent tubes replaced	2,000
Total number of lights converted to compact fluorescent lamps (CFLs)	100
Manhours allocated to the inspection of city buildings	1,255
Manhours allocated to maintenance of downtown parking structure	1,125



In addition to maintenance activities at City offices and facilities, Facility Maintenance staff also provides custom construction and on site design solutions to City building needs. On the left staff is reconstructing a deteriorated wall on the welding shed structure at the City Yard. Right is the Downtown Parking Structure, that staff maintains, and retrofitted in 2012 to make it more energy efficient.

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 nine (9) 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 \$2,109,980 in FY 2013.

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.

2012 Highlights– The Division completed its sign reflectivity replacement program ahead of schedule in order to comply with new Federal MUTCD regulations for higher reflectivity for all critical signs. Originally, the Federal regulations required compliance by 2014, but it was recently extended to 2016. The sign types included all stop signs, speed limits, school zones, and pedestrian crosswalks, totaling more than 1,500 signs replaced Citywide.

Performance Measures and Results Street & Sewer Maintenance

Measure	2012 Results
Total traffic signs removed/replaced/installed	995
Total number of potholes repaired	2,065
Total square feet of sidewalk removed/replaced	3,060
Total linear feet of curb markings repainted	70,258
Total number of utility cuts repaired	5
Total number of trees trimmed by in-house forces	167
Total number of trees removed by in-house forces	46
Total number of trees trimmed by contract forces	1,033
Total number of trees removed by contract forces	95
Total number of emergency calls responded to	60
Total linear feet of sanitary sewer pipe cleaned/flushed	795,413
Total number of sanitary sewer overflows (SSOs)	0
Total number of shopping carts removed from rights-of-way	375
Total weight of discarded items removed from rights-of-way (tons)	17.5
Total number of storm drain catch basins cleaned	36
Total tons of material used to fill potholes	51
Total tons of asphalt used in skin patching and utility cuts	6
Total tons of trees recycled	555.27
Estimated value of urban forest	\$25,222,270



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 thirteen (13) 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 \$20,654,100 in FY 2013; of that, more than \$11 million is for capital projects.

Production and Storage – This Section is responsible for the maintenance and operation of the City’s 8 reservoirs and 6 pump stations with a system capacity of 17.545 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; 8,470 service lines and meters; and 991 fire hydrants. The most visible of the Sections, Transmission and Distribution employees completed 48 main line repairs, 99 service line repairs, and responded to 123 emergency call-outs over the course of the 2010 calendar year.

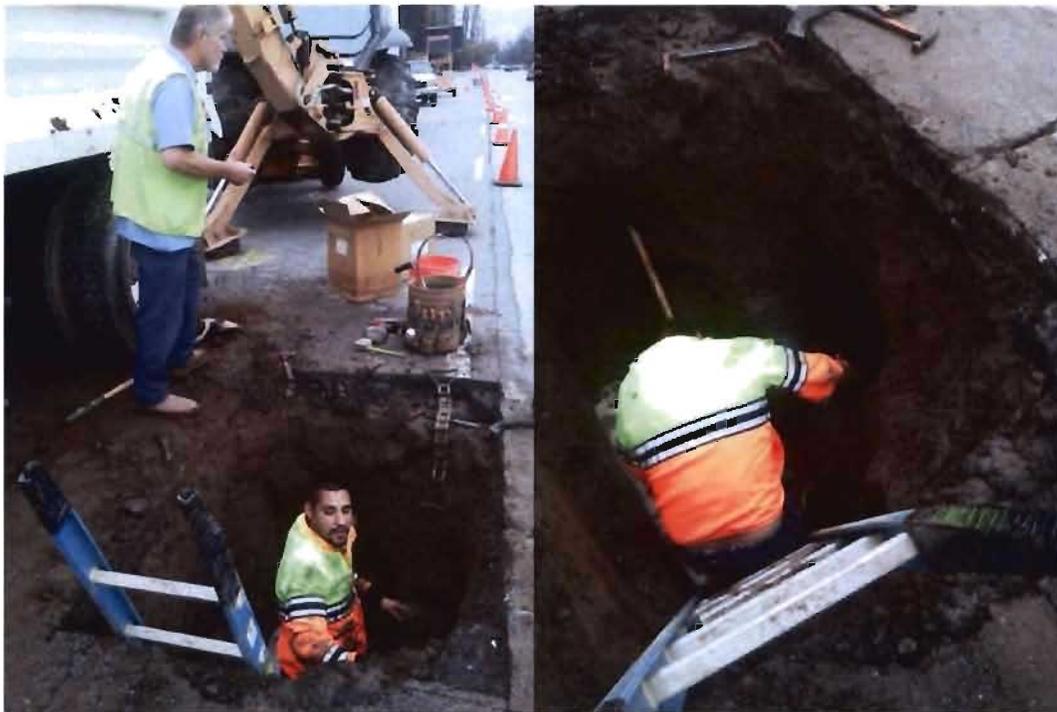
Customer Service – The Customer Service Section is responsible for service turn-ons and offs, meter reading, meter replacements, system flushing and blow-off’s, backflow prevention and testing, water conservation programs, and responses to customer usage inquiries. In 2010, Customer Service personnel handled 2,593 consumer inquiries.

2012 Highlights – During 2012 construction for a new pump station at Parque Xalapa, a new 3 million gallon concrete tank at Charter Oaks Reservoirs, and the refurbishment of two existing tanks was nearly complete. As a result of all of the ongoing capital projects, Water staff worked non-stop, coordinating system

requirements and upgrades to the adjacent facility locations to ensure that all appurtenant pumps, valves, drains, and transmission lines functioning properly to support the new system capacity and functionality.

Performance Measures and Results
Water Utility

Measure	2012 Results
Total number of meters read	100,201
Total number of meter replacements completed	464
Total number of consumer responses completed	7,372
Total number of backflow tests completed	45
Total number of flushed/blow-offs completed	115
Total number of service lines repaired/replaced	91
Total number of main lines repaired/replaced	63
Total number of fire hydrants repaired/replaced	183
Total gallons of water supplied	2,378,712,300
Total gallons of water supplied on a daily basis	6,480,000
Total number of emergency calls responded to	53
Average GPM, 24-hours per day, 7-days per week	4,500 GPM
Total number of water quality tests done annually	652



Above photographs are street level views of a water main line repair. Due to the age of the Water Utility main lines, most of which are more than 50 years old, staff must be ready around the clock to respond to emergency repairs.

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.

2012 Highlights – In 2012 Administrative Services was instrumental in streamlining and working to improve the City's work order system. Administrative staff served as a liaison between in-field staff and Global Water to identify issues with geo location systems and identify issues that improved employee communication and staff effectiveness. As a result, customer service improved and the efficiency of field staff improved. The work of Administrative staff in 2012 has laid the groundwork for an improved work order system in 2013 that will

identify costs for labor and materials and integrate work orders in a geographic system.

**Performance Measures and Results
Administrative Services**

Measure	2012 Results
Total Departmental positions recruited and examined	5
Total number of job applicants screened	335
Total number of budgetary activity cost centers prepared and monitored	59
Total number of Dig Alert service tickets processed and tracked	1,053
Total number of purchase orders processed	1,081
Total number of work orders processed	11,077
Total number of training internal training sessions conducted	184
Total number of job related injuries	9
Total number of At-Risk youth employed and monitored through L.A. Works	6
Total number of public notices processed and mailed	47,090
Total number of traffic signal outages reported to contract service provider	35
Total number of street light outages reported to Edison	74
Total Department budget administered	\$48,229,000



Public Works Administrative support staff provides service 6:00 a.m. to 6:00 p.m., coordinating operational areas between two locations: the Public Works City Yard (left), and City Hall (right).

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 newly constructed 3 million gallon concrete Tank #4 during and after construction at the Charter Oak Reservoir site, increasing our Water Utility's capacity to serve its users around the clock.

Recently Completed Projects

FACILITY/LOCATION	PROJECT SCOPE
Homerest – Benwood to Cypress	Sanitary sewer upgrade
Devanah – Citrus to Edenfield	Sanitary sewer upgrade
Grondahl – Armel to Edenfield	Sanitary sewer upgrade
Edenfield – Devanah to Grondahl	Sanitary sewer upgrade
Park – Cypress to northerly end	Sanitary sewer upgrade
Cummings – Cypress to Edna Place	Sanitary sewer upgrade
Covina – Darfield to Barranca	Sanitary sewer upgrade
Ruddock – Ivescrest to Grand	Sanitary sewer upgrade

Projects In Progress

FACILITY/LOCATION	PROJECT SCOPE
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
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
Eastland Shopping Center	Water main replacement
Covina Town 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
Rimhurst – Wingate to northerly end	Street resurfacing
Mangrove – Wingate to northerly end	Street resurfacing
Retford – Ivescrest to westerly end	Street resurfacing
Mangrove – Ruddock to northerly end	Street resurfacing
Ruddock – Ivescrest to Banna	Street resurfacing

Hollenbeck – Arrow to San Dimas Wash	Street resurfacing
Hollenbeck – RR tracks to San Bernardino	Street resurfacing
Cypress – Citrus to Cedar	Street resurfacing
Covina – east of Glendora to Badillo	Street resurfacing
Linda Terrace – Ruddock to San Bernardino	Street resurfacing
Ruddock – Forestdale to Grand	Street resurfacing
Forestdale – Ruddock to southerly end	Street resurfacing
Adams Park – Forestdale to Grand	Street resurfacing
Italia – Linda Terrace to easterly end	Street resurfacing
Brightview – Adams Park to southerly end	Street resurfacing
De Lay – Adams Park to southerly end	Street resurfacing
De Lay – Adams Park to Ruddock	Street resurfacing
Linda Terrace – Adams Park to Italia	Street resurfacing
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
City Hall	Fountain redesign and construction
Citywide	Safe Routes to School speed awareness program
Various city facilities	Energy savings improvements
Water Utility	Automated meter reading system
Public Works Yard	Upgrade of CNG fueling system