Written materials relating to an item on this agenda that are distributed to the legislative bodies within 72 hours before the item is to be considered at its regularly scheduled meeting will be made available for public inspection at the City Clerk's Office, 300 West Third Street 4th Floor during customary business hours. Agenda reports are also on the City of Oxnard web site at www.oxnard.org.

CITY OF OXNARD CALIFORNIA

AGENDA
OXNARD CITY COUNCIL
COMMUNITY SERVICES, PUBLIC SAFETY, HOUSING & DEVELOPMENT COMMITTEE

Council Chambers, 305 West Third Street

January 11, 2022

Regular Meeting - 6:45 to 8:15 PM

(Temporary Time Change)

Zoom details to call-in for public comment during a meeting:

1. **Dial Phone Number: (888) 475-4499**
2. **Enter Meeting ID: 825 6470 4520**
3. **Passcode: 266275**

If you wish to speak during public comments or a particular item on the agenda, please sign-on by following the zoom calling in steps listed above. Once the Mayor calls for public speakers, press *9 to raise your hand to inform the City Clerk you would like to speak during the public speaking section for that particular item on the agenda, while in the zoom waiting room.

This meeting is being held in accordance with Assembly Bill 361, allowing members of the City Council, members of the public and staff to participate via teleconference.

Consistent with City policies imposed to promote social distancing, the facility where the City Council regularly meets is temporarily closed to the public. The public is encouraged to view the meeting from home on Spectrum channel 10, Frontier channel 35, or YouTube at Youtube.com/oxnardnews. Video recordings of the meeting are typically available online following the meeting at the City's website at www.oxnard.org/city-meetings.

*Please see the link for the Measure M pre-recorded presentation video for each item listed on this agenda.

YOU MAY PARTICIPATE IN THE MEETING IN THE FOLLOWING WAYS:

1. EMAILING COMMENTS OR REQUESTING TO SIGN UP TO SPEAK BEFORE THE MEETING

    a. Submit an email to cityclerk@oxnard.org no later than 3 p.m. on the day of the meeting (Please indicate the agenda item number in the subject line). All email correspondence will be forwarded to the City Council prior to the start of the meeting and made part of the legislative record.
    b. Submit a request to speak by no later than 3 p.m. on the day of the meeting by using the form available at www.oxnard.org/city-meetings, emailing the City Clerk at cityclerk@oxnard.org, or calling the City Clerk at (805) 385-7803.

2. PROVIDING PUBLIC COMMENTS DURING THE MEETING

    a. To provide public comment without requesting to speak prior to the meeting, during the meeting dial (888) 475-4499 and enter the Meeting ID and Passcode listed above as the Zoom details for this meeting.
    b. Public comments on agenda items shall be taken following the announcement of the item. After the item is announced, members of the public shall have three minutes to register or otherwise be recognized for the purpose of providing public comment. During this three-minute time period, public comments may be taken and the City Council or staff may discuss the item being considered or briefly respond to public comments.

Detailed participation instructions can be found at www.oxnard.org/city-meetings.

In compliance with the Americans with Disabilities Act, if you require special assistance to participate in a meeting, please contact the City Clerk's Office at 385-7803. Notice at least 72 hours prior to the meeting will enable the City to reasonably arrange for your accessibility to the meeting.

Agenda Item time estimates: (Presentation / Committee Discussion / Public Comment)

In the event of a disruption which prevents a legislative body of the City of Oxnard from broadcasting a meeting using a call-in option or internet-based service option, or in the event of a disruption within the City's control which prevents members of the public from offering public comment using the call-in option or internet-based service option, the legislative body shall take no further action on items appearing on a meeting agenda until public access to the meeting via the call-in option or internet-based service option is restored. However, if any of the broadcast options are disrupted, but any of the other broadcast options is still available to the public, the legislative body may take further action on items appearing on a meeting agenda without waiting for the disrupted broadcast option(s) to be restored.

* The City has filed pre-election and post-election lawsuits regarding the validity of Measure M.

A. ROLL CALL, POSTING OF AGENDA, FLAG SALUTE

B. PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA

A person may address the legislative body only on matters not appearing on the agenda and within the subject matter jurisdiction of the legislative body. Speaker requests shall be submitted as set forth on the first page of this agenda. Speakers are limited to three minutes. After 30 minutes, if all speakers have not had the opportunity to speak, the remaining speakers will be given an opportunity to speak prior to adjournment of the meeting. The legislative body cannot enter into a detailed discussion or take action on any items presented during public comments at this time. Such items may only be referred to the City Manager/Executive Director/Secretary for administrative action or scheduled on a subsequent agenda for discussion. Persons wishing to speak on public hearing items should do so at the time of the hearing.

C. CONSENT AGENDA

1. City Clerk Department
   SUBJECT: Approval of Minutes.
   RECOMMENDATION: That the Community Services, Public Safety, Housing & Development Committee approve the minutes of the December 28, 2021 regular meeting as presented.
   Legislative Body: Community Services, Public Safety, Housing & Development Committee
   Contact: Rose Chaparro, (805) 385-7805

D. REPORTS

1. Information Technology Department
   SUBJECT: Oxnard 311 - Performance Update Report. (0/15/15)
   RECOMMENDATION: That the City Council receive an update on the fifth year (and first half of year 6) performance of the Oxnard 311 Constituent Relationship Management System.

   Please click the following link to view the required Measure M pre-recorded presentation video: https://youtu.be/21qibm0JGkg
   Legislative Body: Community Services, Public Safety, Housing & Development Committee
   Contact: Helen Miller, (805) 612-6702

E. ITEMS FOR FUTURE AGENDAS

F. ADJOURNMENT

COMMUNITY SERVICES, PUBLIC SAFETY, HOUSING & DEVELOPMENT COMMITTEE AGENDA REPORT

CONSENT AGENDA
AGENDA ITEM NO. C.1

DATE: January 11, 2022

TO: Community Services, Public Safety, Housing & Development Committee

FROM: Rose Chaparro, City Clerk, (805) 385-7805, rose.chaparro@oxnard.org

SUBJECT: Approval of Minutes.

RECOMMENDATION

That the Community Services, Public Safety, Housing & Development Committee approve the minutes of the December 28, 2021 regular meeting as presented.

BACKGROUND

Approval of Minutes.

STRATEGIC PRIORITIES

This agenda item is a routine operational item.

FINANCIAL IMPACT

There is no financial impact.

Prepared by: Rose Chaparro, City Clerk

ATTACHMENTS

1. MINUTES 12 28 2021 Community Services, Public Safety, Housing & Development Committee

M I N U T E S
OXNARD CITY COUNCIL
COMMUNITY SERVICES, PUBLIC SAFETY,
HOUSING & DEVELOPMENT COMMITTEE
Regular Meeting
DECEMBER 28, 2021

A. ROLL CALL, POSTING OF AGENDA, FLAG SALUTE

At 6:45 p.m., Chair Bryan A. MacDonald called to order the regular meeting of the Oxnard City Council Community Services, Public Safety, Housing and Development Committee in the City Hall Council Chambers at 305 W. Third Street, Oxnard, California. The City Clerk called the roll and announced the posting of the agenda. Chair Bryan A. MacDonald and Member Oscar Madrigal were present via videoconference. Member John C. Zaragoza was present in person.

Staff members present in person were Alexander Nguyen, City Manager; Kenneth Rozell, Chief Assistant City Attorney; and Rose Chaparro, City Clerk.

Alexander Hamilton, Fire Chief; Denise Shadinger, Assistant Chief of Police; and Emilio Ramirez, Housing Director participated via videoconference.

B. PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA (None received.)

C. CONSENT AGENDA

1. City Clerk Department

SUBJECT: Approval of Minutes.

RECOMMENDATION: That the Community Services, Public Safety, Housing & Development Committee approve the minutes of the November 23, 2021 regular meeting as presented.

It was moved by Member Zaragoza, seconded by Member Madrigal, to approve the minutes as presented. Madrigal, Zaragoza, and MacDonald voted in favor; the motion carried 3-0.

D. REPORTS

1. Housing Department

SUBJECT: Designation of Fifty-Three Parcels as Surplus Lands.

RECOMMENDATION: That the Community Services, Public Safety, Housing & Development Committee:

1. The City Council adopt a resolution:

a. affirming the City Council's declaration of certain surplus land described in Exhibit A to the Resolution;

DRAFT

b. authorizing the City Manager or designee to send notices of availability of surplus land; and

c. authorizing the City Manager or designee to do all things necessary to carry out the purpose of the Resolution, including but not limited to, negotiating in good faith in accordance with the requirements of the Surplus Land Act.

2. The Parking Authority adopt a resolution:

a. affirming the Parking Authority's declaration of certain surplus land described in Exhibit A to the Resolution;

b. authorizing the City Manager or designee to send notices of availability of surplus land; and

c. authorizing the City Manager or designee to do all things necessary to carry out the purpose of the Resolution, including but not limited to, negotiating in good faith in accordance with the requirements of the Surplus Land Act.

Emilio Ramirez, Housing Director answered the Committee's questions. No public comments were received. Discussion ensued among the Committee and staff.

It was moved by Member Zaragoza, seconded by Member Madrigal, to approve the recommended action as presented. VOTE: Zaragoza and Madrigal voted in favor, MacDonald voted against, the motion carried 2-1.

2. Fire Department

SUBJECT: Mutual Aid Response with California Office of Emergency Services.

RECOMMENDATION: That the Public Safety Committee recommend that the City Council adopt a resolution approving the side letters with the International Association of Firefighters (IAFF), the Oxnard Mid-Managers Association (OMMA), and the Oxnard Public Safety Managers Association (OPSMA) concerning Mutual Aid Response with California Office of Emergency Service (CalOES).

Alexander Hamilton, Fire Chief presented and answered the Committee's questions. No public comments were received. Discussion ensued among the Committee and staff.

It was moved by Member Zaragoza, seconded by Member Madrigal, to approve the recommended action as presented. VOTE: MacDonald, Madrigal, and Zaragoza voted in favor; the motion carried 3-0.

3. Fire Department

SUBJECT: Ratify submission of application for 2021 Emergency Management Performance Grant (EMPG). (In-kind match of $36,393 required).

RECOMMENDATION: That the Community Services, Public Safety, Housing and Development Committee recommend the City Council adopt a resolution:

1. That ratifies the submission of a grant application to the Ventura County Office of Emergency Services for the 2021 Emergency Management Performance Grant (EMPG) in the amount of

$36,393 for the purpose of offsetting the salary and benefits of the Emergency Services Manager, and the required salary match of $36,393;
2. That authorizes the City Manager or designee to execute the grant agreement if funds are awarded to the City;
3. That authorizes the Chief Financial Officer or designee to submit financial reports and grant claims, approve budget appropriations for the use of grant funds and perform all other required financial actions; and
4. That authorizes the Fire Chief or designee to submit non-financial reports.

Alexander Hamilton, Fire Chief presented and answered the Committee's questions. No public comments were received. Discussion ensued among the Committee and staff.

It was moved by Chair MacDonald, seconded by Member Madrigal, to approve the recommended action as presented. VOTE: Madrigal, MacDonald, and Zaragoza voted in favor; the motion carried 3-0

E. ITEMS FOR FUTURE AGENDAS (No requests were made.)

F. ADJOURNMENT

There being no further business on the agenda, and without objection, Chair Bryan A. MacDonald adjourned the meeting at 7:13 p.m.

ROSE CHAPARRO
City Clerk

BRYAN A. MACDONALD
Chair

CITY OF OXNARD CALIFORNIA

COMMUNITY SERVICES, PUBLIC SAFETY, HOUSING & DEVELOPMENT COMMITTEE AGENDA REPORT

REPORTS
AGENDA ITEM NO. D.1

DATE: January 11, 2022

TO: Community Services, Public Safety, Housing & Development Committee

FROM: Helen Miller, Information Technology Director, (805) 612-6702, helen.miller@oxnard.org

SUBJECT: Oxnard 311 - Performance Update Report. (0/15/15)

RECOMMENDATION

That the City Council receive an update on the fifth year (and first half of year 6) performance of the Oxnard 311 Constituent Relationship Management System.

Please click the following link to view the required Measure M pre-recorded presentation video: https://youtu.be/21qibm0JGkg

BACKGROUND

Oxnard 311 is the City's constituent relationship management (CRM) software, which allows residents within the City to report a variety of issues using the mobile phone application or website. During the first five and a half years of availability, the Oxnard 311 mobile app has been downloaded by 12,028 residents and has been used to process approximately 96,804 service requests. The Oxnard 311 system allows residents to see live updates, track the statuses of their requests, and communicate directly to staff through in-app messaging. The Oxnard 311 system empowers resident guardianship and involvement in the community while increasing transparency and accountability of City staff.

DISCUSSION

The Oxnard 311 system completed its fifth full year of service at the end of April 2021. The following discussion focuses on performance trends and metrics from each full year (May through April) and the first half of year six (May 2021 through October 2021).

1. Application Downloads

The Oxnard 311 system has grown each year in the number of Oxnard residents that are submitting service requests through the mobile application and website. The majority of requests (66.8%) are submitted through the free mobile application. As such, the application downloads are a reliable metric for system growth.

	Year 1	Year 2	Year 3	Year 4*	Year 5	Year 6 (First Half)	Total

Downloads	2,139	1,995 (6.7% decrease compared to year one)	2,151 (7.8% increase compared to year two)	2,186 (1.6% increase compared to year three)	2,154 (1.5% decrease compared to year four)	1,403 (30% increase compared to year five if first half trends continue)	12,028

Please note that last year's report contained an error on the number of downloads for both year four and the first half of year five. Staff recently discovered an error with the service the City uses for tracking download statistics. In December of 2019, the service no longer reported the number of Apple iOS downloads. Staff have since corrected this issue and the app download statistics have been updated in this report.

2. Requests Submitted

In the first five and a half years, the Oxnard 311 system has also increased in the number of service requests submitted. This steady increase per year in the number of requests submitted reflects a growing user base.

	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6 (First Half)**	**Total**
Requests Submitted	7,900	15,435 (95% increase compared to year one)	17,704 (14% increase compared to year two)	18,784 (6% increase compared to year three)	22,747 (21% increase compared to year four)	14,306 (26% increase compared to year five if first half trends continue.	96,804

3. Performance Evaluation

There are 20 request types available to the public through the Oxnard 311 system. Staff from various departments in the City are involved in the Oxnard 311 system, which allows requests to be assigned to the correct person who has the appropriate skills/knowledge and is responsible for the required work to complete the request.

The following section covers performance statistics for each of the 20 request types. Each request type is presented in descending order by the total number of requests. Beyond number of requests, staff identified for each request type the percentage of requests completed on time, service level goal per year, and average completion time per year.

The Oxnard 311 system had slight database issues during the first three years that added a small margin of error to the performance statistics. City staff have resolved this issue and the performance stats for years five and six are accurate. In all cases, "days" refers to City working days and does not include weekends. The performance information is also summarized in the table at the end of this section of the report.

A. Illegal Dumping

Total number of requests in the first 5.5 years: 35,577 (36.8% of all requests)

Percentage of requests completed on time: 74.9%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	3 days	3 days	3 days	3 days	3 days	3 days
Number of Requests	2,371	5,470	6,433	6,556	8,616	6,131
Average	4.4 days (delayed by 46.7% over service goal)	8.6 days (delayed by 186.7% over service goal)	2.7 days (exceeded service goal by 10%)	5.5 days (delayed by 84.8% over service goal)	3.5 days (delayed by 17.4% over service goal)	0.8 days (exceeded service goal by 74.3%)

Performance issues experienced during year two (8.6 days average completion time) were attributed to the then-current staffing levels, including an insufficient number of employees licensed to drive the larger vehicles used to pick up bulky items such as refrigerators or couches. Additional Environmental Resources staff members were hired to specifically focus on illegal dumping requests. The benefits of these additional hires are shown in the third year performance, when requests were completed in time that exceeded the service level goal by 10%. However, performance fell again in the fourth year and fifth year (5.5 and 3.5 days average completion time, respectively), which were below the three-day goal. The COVID-19 related stay at home order had a large impact on overall performance, as staff availability was reduced significantly. Before the stay at home order was implemented, staff were completing illegal dumping requests within an average of 2.4 days, exceeding the service level goal by 27%. The average performance during the stay at home order fell to 30.1 days, reducing the overall average.

There are additional factors that contribute to the slower response time. Even outside of the stay at home order, staffing shortages in the Environmental Resources Division have been exacerbated by COVID-19. Illegal dumping on private property and illegal dumping related to the homeless crisis involves processes that must be coordinated with Code Enforcement and the Police Department and require more time. There is an increase in the number of homeless encampments Citywide but not necessarily a parallel increase in the amount of resources to tackle these 311 requests. Finally, the rental of special equipment is often required for the removal of illegal dumping and encampments, and such rentals take extra time.

Through the budgeting process for Fiscal Year 2021-22, the Environmental Resources Division requested and received two additional Maintenance Worker Trainees assigned to the 311 Crew. Also, an existing Solid Waste Equipment Operator II position was reassigned to the 311 Crew. Increased efficiencies in coordination with the Police Department, Housing and Code Enforcement have also contributed to the improvement in work order completion times over the last year.

B. Graffiti

Total number of requests in the first 5.5 years: 21,913 (22.6% of all requests)

Percentage of requests completed on time: 93.3%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	3 days	3 days	3 days	3 days	3 days	3 days

Number of Requests	1,840	2,971	3,994	4,832	5,555	2,721
Average	1.7 days (exceeded service goal by 43.3%)	1.1 days (exceeded service goal by 63.3%)	1.8 days (exceeded service goal by 40%)	2.0 days (exceeded service goal by 32.4%)	2.3 days (exceeded service goal by 23.4%)	2.2 days (exceeded service goal by 25%)

Public Works staff dedicated to removing graffiti on public property and Code Enforcement staff working with owners of private property with graffiti have both consistently met their service level goal. In year four, even though staffing was cut significantly in the City's Graffiti Action Program (GAP), staff has been able to keep its graffiti on public property response time down by transferring graffiti removal in parks to the Parks Division and by terminating a graffiti removal contract in unincorporated areas of the County in which the City was not being fully reimbursed. Staff continued to exceed their service goal in year five and the first half of year six.

C. Abandoned Vehicles

Total number of requests in the first 5.5 years: 10,368 (10.7% of all requests)

Percentage of requests completed on time: 86.9%

	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6 (First Half)**
Goal	14 days	14 days	14 days	14 days	14 days	14 days
Number of Requests	700	1,671	1,774	2,073	2,564	1,586
Average	12.2 days (exceeded service goal by 12.9%)	9 days (exceeded service goal by 35.7%)	9.3 days (exceeded service goal by 33.6%)	9.9 days (exceeded service goal by 29.4 %)	9.2 days (exceeded service goal by 34.5%)	7.3 days (exceeded service goal by 47.6%)

Staff from Traffic Enforcement and Code Enforcement are assigned abandoned vehicle requests on public and private property, respectively. Collectively, staff have consistently met their service level goal.

D. Overgrown Landscape

Total number of requests in the first 5.5 years: 4,468 (4.6% of all requests)

Percentage of requests completed on time: 69.6%

	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6 (First Half)**
Goal	60 days	60 days	60 days	60 days	60 days	60 days

Number of Requests	313	891	902	898	936	528
Average	73.7 days (delayed by 22.8% over service goal)	92.5 days (delayed by 54.2% over service goal)	75.1 days (delayed by 25.2% over service goal)	36.7 days (exceeded service goal by 38.8%)	47.0 days (exceeded service goal by 21.6%)	30.9 days (exceeded service goal by 48.6%)

Public Works Parks Division staff cited staffing levels in the past as the main reason for performance issues that were preventing staff from completing requests within the service level goal time. Public Works has made improvements on how it uses the County's work release crews to address overgrown landscaping (including for 311 requests). The Parks Division has also developed a 311 crew with dedicated staff assigned to 311 requests. Staff exceeded their service goal for years four and five and continue that trend in the first half of year six.

E. General Questions

Total number of requests in the first 5.5 years: 3,944 (4.1% of all requests)

Percentage of requests completed on time: 55.8%

	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6 (First Half)**
Goal	15 days	15 days	15 days	15 days	15 days	15 days
Number of Requests	413	668	709	742	881	531
Average	41.5 days (delayed by 176.7% over service goal)	45.9 days (delayed by 206% over service goal)	42.2 days (delayed by 181.3% over service goal)	30.7 days (delayed by 104.7% over service goal)	15.2 days (delayed by 1.6% over service goal)	16.5 days (delayed by 9.8% over service goal)

This category is a catch-all so residents can submit requests that otherwise do not fit into one of the existing categories. Sample submissions include loud music, fireworks, dogs barking, trash or furniture in the alleyways, and broken playground equipment in parks. Staff responsible for this category often receives a request and reassigns it to the appropriate staff in another department, which delays the process. Staff continue to work on speeding up the reassigning process and have made significant progress in year five and the first half of year six. New staff have recently been added to the Oxnard 311 system in the second half of year six to assist with completing these requests.

F. Potholes

Total number of requests in the first 5.5 years: 3,472 (3.6% of all requests)

Percentage of requests completed on time: 37.2%

	Year 1	Year 2 (First Half)	Year 2 (Second Half)	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	150 days	15 days	30 days	30 days	35 days	35 days	35 days
Number of Requests	592	382	260	717	759	493	265
Average	73.3 days (exceeded service goal by 51.2%)	110.6 days (delayed by 637% over service goal)	118.6 days (delayed by 295% over service goal)	81.7 days (delayed by 172.2% over service goal)	100.1 days (delayed by 186.1% over service goal)	135.9 days (delayed by 288.2% over service goal)	61.8 days (delayed by 76.6% over service goal)

Public Works Streets Division has averaged 7 to 8 vacant positions over the last 18 months, which has affected the response time for addressing 311 potholes. In addition, a large number of the pothole requests are related to issues that are more than potholes and require a substantial amount of work to repair, such as resurfacing entire street segments. Resurfacing activities are significantly more work that takes additional time compared to filling in a pothole with asphalt. Recently, staff has identified over two hundred pothole requests that are related to street resurfacing issues.

Streets Division staff have altered their workflow to accurately identify pothole requests that should be part of resurfacing efforts instead of standard pothole repairs. This adjustment will better track the amount of time it takes to address true potholes versus improvements to the overall street, which would be repaired as part of Capital Improvement Plan projects.

In September 2021, the Streets Division hired seven maintenance workers and purchased two asphalt patch trucks for potholing with Measure E funding. Since September, Public Works has assigned staff to specifically address potholes on a daily basis. Street staff have also worked with the City's GIS Division to create a work order system that includes route optimization and a mobile application to assist in collecting the data necessary to plan repairs and close out 311 requests. With these aforementioned actions staff anticipates to meet the 35 day target for the completion of potholes going forward.

In addition, Engineering has dedicated approximately $30,000,000 in street and alley resurfacing projects for Fiscal Year 2021-2022, which will reduce the amount of 311 pothole requests in the future.

G. Litter

Total number of requests in the first 5.5 years: 2,372 (2.5% of all requests)

Percentage of requests completed on time: 54.1%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	3 days	3 days	3 days	10 days	10 days	10 days

Number of Requests	373	451	347	385	498	318
Average	14.6 days (delayed by 386.7% over service goal)	24.7 days (delayed by 723.3% over service goal)	20.3 days (delayed by 576.7% over service goal)	12.2 days (delayed by 21.7% over service goal)	17.1 days (delayed by 71% over service goal)	9.9 days (exceeded service goal by 1.5%)

Public Works Parks staff requested, and was granted, a performance goal extension from three to ten days at the start of year four to more accurately reflect the litter-related workflow.

Parks staff indicated that the lack of dedicated staff to handle litter requests has been the main contributing factor to delayed completion time. The team responsible for responding to litter complaints throughout the City dropped from 3 to 2.5 full time staff. This is due to having 1 staff member being responsible for splitting his time between the 311 crew and opening/inspecting restrooms each morning. This 2.5 person team is responsible for not only litter, but also illegal dumping, assisting with homeless encampment cleanup and overgrown vegetation. This team also assists with weed abatement and any other tasks that require additional labor to complete within the parks, parkways, medians and any other general use areas. Low staffing levels cause additional staff from other crews to be pulled to assist with litter cleanup when requests fall too far behind.

The Parks staff identified a pathway to improvement, which includes adequate staffing or contractors to properly address the ongoing workload. Parks has also been working on adding lids to park trash cans that are currently missing lids. Replacing the lids will help keep the trash from being blown out by the wind or pulled out by humans and birds. Parks staff is also looking at designating a standardized trash can for all of our parks that will best mitigate the aforementioned issues. Park staff is also working on adding new street sweeper services to park related parking lots that are not currently under contract. Staff is also working on increasing the frequency of sweeping lots that are under contract but only serviced once a month.

Based upon the first six months of year six, prior adjustments and contracting of services has resulted in seeing a measurable improvement in this area. If the current trend remains consistent for the rest of year six, this area could see success in meeting the performance goal while addressing more total requests than last year. However, the success in the first six months of year six is likely the result of the focus on litter abatement, which impacts other maintenance responsibilities assigned to the limited staffing. As such, as part of next year's budget process, additional dedicated staffing will be requested to ensure long-term success of not just litter abatement, but all other maintenance requests handled by this team.

H. Sidewalk Repair

Total number of requests in the first 5.5 years: 2,120 (2.2% of all requests)

Percentage of requests completed on time: 52.8%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6

						(First Half)
Goal	60 days	60 days	60 days	60 days	60 days	60 days
Number of Requests	241	687	410	427	252	103
Average	116 days (delayed by 93.3% over service goal)	121.9 days (delayed by 103.2% over service goal)	58.7 days (exceeded service goal by 2.2%)	65.3 days (delayed by 8.8% over service goal)	43.1 days (exceeded service goal by 28.1%)	20.1 days (exceeded service goal by 66.5%)

Public Works Streets Division staff has improved its response to this type of complaint over the past two and a half years and is now exceeding the service level goal. Currently, the City has a contract for asphalt/concrete grindings that has helped in resolving many sidewalk repair service requests.

I. Trash and Recycling Service

Total number of requests in the first 5.5 years: 1,859 (1.9% of all requests)

Percentage of requests completed on time: 72%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	2 days	2 days	2 days	3 days	3 days	3 days
Number of Requests	126	320	313	313	513	274
Average	4.3 days (delayed by 115% over service goal)	4.5 days (delayed by 125% over service goal)	7.5 days (delayed by 275% over service goal)	2.4 days (exceeded service goal by 18.8%)	1.7 days (exceeded service goal by 44.5%)	2.6 days (exceeded service goal by 14.7%)

There was a significant increase in this type of requests from year one to year two, and these requests now are almost exclusively related to homelessness. In many cases, that means staff need to offer the owners to reclaim their items for a period of time before the items can be cleared and the work order can be completed. Staff requested, and was granted, an extension of the service level goal from two to three days starting in year four. Staff are now consistently exceeding their performance goal in year five and the first half of year six.

J. Water Waste and Leaks

Total number of requests in the first 5.5 years: 1,842 (1.9% of all requests)

Percentage of requests completed on time: 43.5%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	4 days	4 days	4 days	4 days	4 days	4 days
Number of Requests	133	310	321	326	454	298
Average	25.7 days (delayed by 542.5% over service goal)	42.9 days (delayed by 972.5% over service goal)	47.1 days (delayed by 1,077.5% over service goal)	12.5 days (delayed by 211.3% over service goal)	8.9 days(delayed by 123.1% over service goal)	6.7 days(delayed by 68.6% over service goal)

During the third year performance report, City staff identified workflow issues within the system that were preventing requests from being assigned to the correct person. Staff responded by developing complex assignment logic within the 311 system to automatically assign requests to appropriate personnel based on the location of the issue and the type of equipment causing the water waste or leak. Response times have reduced dramatically from 47.1 days in the third year to 12.5 days in the fourth year. Staff have continued to make progress yet still significantly exceeding the four-day response goal.

Public Works Parks Division management identified the lack of dedicated staff to tackle the water leak complaints as the main contributing factor to delayed completion time. Irrigation repairs are just one of the many deferred maintenance items that the limited Parks staff has to address in a reactionary fashion, which is inefficient.

Parks staff has identified a pathway to improvement, which is having a more proactive approach by dedicating resources (in-house and contracting staff) to fully audit the irrigation systems in each park managed by the division (not including special districts parks, which are handled by a different Public Works division). Funding has been identified and approved by Council for the remainder of this fiscal year to have contractors assist in citywide irrigation repair as an initial push to address the large backlog of deferred maintenance. Once contracts are in place, this will make a significant difference in our ability to be more proactive with addressing 311s. In addition, for long term success, additional dedicated staff are needed to continue a proactive approach for the ongoing workload just for irrigation repairs. Furthermore, having a dedicated in-house irrigation repair team will help avoid other park-related maintenance items (e.g., playground equipment repairs, drinking fountain repairs, landscape maintenance, hardscape maintenance) from becoming ignored and backlogged. Staffing requests will be part of next year's budget process.

K. Animal Safety

Total number of requests in the first 5.5 years: 1,431 (1.5% of all requests)

Percentage of requests completed on time: 64.5%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	2 days	2 days	2 days	7 days	7 days	7 days

Number of Requests	103	217	308	213	216	374
Average	7.3 days (delayed by 265% over service goal)	8.3 days (delayed by 315% over service goal)	5.8 days (delayed by 190% over service goal)	6.8 days (exceeded service goal by 3.4%)	2.8 days (exceeded service goal by 60.5%)	1.9 days (exceeded service goal by 73.1%)

Staff requested, and was granted, an extension of their service goal from two to seven days to more appropriately reflect the workflow related to animal safety requests. In addition, staff filled two vacant positions during year four. This increased personnel available to respond to requests and significantly reduced response times. Staff are now consistently exceeding their performance goals.

L. Streetlight Out

Total number of requests in the first 5.5 years: 1,317 (1.4% of all requests)

Percentage of requests completed on time: 71.2%

	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6 (First Half)**
Goal	15 days	15 days	15 days	15 days	15 days	15 days
Number of Requests	128	234	213	255	317	170
Average	123.6 days (delayed by 724% over service goal)	55.9 days (delayed by 272.7% over service goal)	28.5 days (delayed by 90% over service goal)	19.1 (delayed by 27.6% over service goal)	7.0 days (exceeded service goal by 53.2%)	10.1 days (exceeded service goal by 32.7%)

As part of the third year 311 performance report, City staff identified issues with the previous workflow, which waited until Southern California Edison (SCE) completed work on its lights to close the Oxnard 311 ticket. Staff modified the workflow so that the City call center staff will report the streetlight issue to SCE and then forward the SCE ticket information to the Oxnard resident. Once the information has been forwarded to both SCE and the resident, Oxnard staff now closes the Oxnard 311 request. For a City-owned streetlight, the Oxnard 311 ticket remains open until the work is complete, providing status updates to the resident. This new workflow dramatically reduced the average completion time for these requests, and staff have exceeded their performance goals in year five and the first half of year six.

M. Assessment District

Total number of requests in the first 5.5 years: 1,067 (1.1% of all requests)

Percentage of requests completed on time: 66.5%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	21 days	21 days	21 days	21 days	21 days	21 days
Number of Requests	190	229	211	211	124	102
Average	18.9 days (exceeded service goal by 10%)	31.6 days (delayed by 50.5% over service goal)	58.6 days (delayed by 179% over service goal)	17.9 days (exceeded service goal by 14.8%)	15.4 days (exceeded service goal by 26.8%)	9.5 days (exceeded service goal by 54.7%)

At the beginning of year four, Special Districts staff modified the division's internal process to reduce the target completion time. These modifications have led to staff consistently exceeding their service goals from year four through the first half of year six.

N. Street Signs

Total number of requests in the first 5.5 years: 1,059 (1.1% of all requests)

Percentage of requests completed on time: 72.8%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	60 days	60 days	60 days	60 days	60 days	60 days
Number of Requests	86	221	185	200	247	120
Average	70.5 days (delayed by 17.5% over service goal)	60.9 days (delayed by 1.5% over service goal)	32.3 days (exceeded service goal by 46.2%)	46.6 days (exceeded service goal by 22.3%)	24.8 days (exceeded service goal by 58.7%)	16.8 days (exceeded service goal by 71.9%)

The City has contracted with a sign vendor that supplies and makes signs, which has improved the response time for the repair and replacement of signs. Staff have been exceeding their performance goals consistently since year three.

O. Homeless Encampment

Total number of requests in the first 5.5 years: 1,000 (1.0% of all requests)

Percentage of requests completed on time: 97.6%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	N/A	N/A	N/A	21 days	21 days	21 days
Number of Requests	N/A	N/A	N/A	7	561	405
Average	N/A	N/A	N/A	7.6 days (exceeded service goal by 63.9%)	6.6 days (exceeded service goal by 68.4%)	4.7 days (exceeded service goal by 77.4%)

The Homeless Encampment request type was created and made available to the public April 23, 2020, which was close to the end of year four. This request type is marked as “sensitive” and limits access to the request to the person who submitted the request and the staff who are assigned to it. Staff from the Police Department, Environmental Resources, Code Compliance, and Housing are all involved in the workflow and work as a team to coordinate safe outreach and cleanup efforts. Staff have consistently exceeded their performance goal.

P. Traffic - General Issues

Total number of requests in the first 5.5 years: 954 (1.0% of all requests)

Percentage of requests completed on time: 69.3%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	15 days	15 days	15 days	18 days	18 days	18 days
Number of Requests	11	53	174	185	285	246
Average	384.7 days (delayed by 2464.7% over service goal)	40.5 days (delayed by 170.0% over service goal)	18.2 days (delayed by 21.3% over service goal)	19.1 days (delayed by 6% over service goal)	27.1 (delayed by 50.7% over service goal)	17.3 days (exceeded service goal by 3.8%)

Requests that are traffic enforcement related (and responded to by the Oxnard Police Department) consistently perform well in the Oxnard 311 system and exceed their performance goals. Public Works Engineering Division staff has cited recent staffing levels and high turnover as the main reason their staff could not complete requests within the service level goal time. The City Traffic Engineer position was vacant for much of 2020 but was filled in late August of 2020. Requests within this category often take a significant amount of time to complete due to the complexity of the solutions,

such as when staff must reduce the speed limit or install new stop signs. Staff requested, and was granted, a service level goal extension from 15 days to 18 days starting in year four.

The Transportation and Mobility Division continued to experience extreme staff shortages for much of 2021. Since April 2021, only the City Traffic Engineer was available to respond to Oxnard 311 requests. Three engineer positions with the division remained vacant for much of the year with two only being filled in late October. Staff has employed consultant assistance to help with the backlog of 311 requests but COVID impacts to conducting field review has delayed processing of requests. Staff triaged requests for prioritization with a focus on safety. Additionally, with public schools reoccupying in August of 2021 after a year of COVID stay at home orders, staff experienced a significant increase in 311 and other requests for traffic control review.

Two positions were successfully recruited and filled in late 2021 and staff has begun to review and close out 311 requests. Additionally, a new modified approach to 311 requests will be implemented 2021/22 with 311 requests that require substantial field investigation or follow up study being moved into the Traffic Request process to monitor requests. This should assist in closing out simple 311 requests to meet SLA objectives and still track and process major complex requests as they are submitted.

Based upon the first six months of year six, adjustments to the process has resulted in seeing a measurable improvement in this area. If the current trend remains consistent for the rest of year six, this area will see success in meeting the performance goal while addressing more total requests than last year.

Q. Traffic - Signal Issues

Total number of requests in the first 5.5 years: 748 (0.8% of all requests)

Percentage of requests completed on time: 40.6%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	3 days	3 days	3 days	15 days	15 days	15 days
Number of Requests	176	135	136	132	101	68
Average	300.5 days (delayed by 9916.7% over service goal)	73.9 days (delayed by 2363.3% over service goal)	21.1 days (delayed by 603.3% over service goal)	23.8 days (delayed by 58.7% over service goal)	26.8 days (delayed by 78.7% over service goal)	11.8 days (exceeded service goal by 21.2%)

Public Works Streets Division staff has cited the aging infrastructure, long lead time for replacement equipment, current staffing levels, and occasional multi-jurisdictional coordination as the main reasons for delay in responding to some of these requests. All safety related issues, including malfunctioning lights, are immediately responded to; however, if the complaint is a signal knockdown, the completion of the request could take weeks or even months to resolve. Staff requested, and was granted, a performance goal extension from 3 days to 15 days for requests that are not considered

urgent. Staff have dramatically reduced their response times beginning in year three and have had their best performance yet in the first half of year five with the assistance of the City's Traffic Engineer.

The City of Oxnard maintains over 165 signalized intersections. The traffic ignal infrastructure is old and needs replacement or updated components that require a significant amount of funding. Due to the age of some of our components, some of the parts needed for repairs can have a substantial lead time. As an example, a replacement signal pole can have a lead time of six months or more depending upon the type. Replacing aging equipment, though expensive, will also reduce the need for frequent repairs as well as maintenance costs. Staff is currently working to create a modern work order system, which will assist in performing and capturing data from inspections and maintenance activities.

The Public Works Traffic Signal Maintenance section continued to experience extreme staff shortages in 2021, with only one position being staffed (of three FTE) for the year. This resulted in a significant delay in responding to Oxnard 311 and other requests for the signal system. A new third party maintenance contract has been obtained with a traffic signal provider to perform preventive maintenance and other work on the traffic signal system. This should help reduce the time it takes to respond to Oxnard 311 requests.

Based upon the first six months of year six, adjustments to the process have resulted in seeing a measurable improvement in this area. If the current trend remains consistent for the rest of year six, this area will see success in meeting the performance goal while addressing more total requests than last year.

R. Street Markings

Total number of requests in the first 5.5 years: 307 (0.3% of all requests)

Percentage of requests completed on time: 67.5%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	60 days	60 days	60 days	60 days	60 days	60 days
Number of Requests	27	61	61	72	54	32
Average	68.3 days (delayed by 13.8% over service goal)	78.9 days (delayed by 31.5% over service goal)	83.2 days (delayed by 38.7% over service goal)	31.2 days (exceeded service goal by 47.9%)	34.3 days (exceeded service goal by 42.8%)	16.0 days (exceeded service goal by 73.3%)

Public Works Streets Division staff has improved the response in the past year and a half and are now meeting or exceeding their service level goal.

S. Curb and Gutter Repair

Total number of requests in the first 5.5 years: 238 (0.2% of all requests)

Percentage of requests completed on time: 46.4%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	60 days	60 days	60 days	60 days	60 days	60 days
Number of Requests	14	51	52	52	42	27
Average	205.7 days (delayed by 242.8% over service goal)	150.8 days (delayed by 151.3% over service goal)	58.1 days (exceeded service goal by 3.2%)	80.1 days (delayed by 33.5% over service goal)	37.9 days (exceeded service goal by 36.8%)	29.1 days (exceeded service level by 51.5%)

Public Works Streets Division staff significantly improved their response time during year five and first half of year six and are now exceeding their service level goal.

T. Technical Support & Questions

Total number of requests in the first 5.5 years: 71 (0.1% of all requests)

Percentage of requests completed on time: 91.5%

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (First Half)
Goal	6 days	6 days	6 days	6 days	6 days	6 days
Number of Requests	20	13	9	10	17	2
Average	61.2 days (delayed by 920.0% over service goal)	6.7 days (delayed by 11.7% over service goal)	1.2 days (exceeded service goal by 80.0%)	8.8 days (delayed by 46.7% over service goal)	4.4 days (exceeded service level by 27.5%)	6.0 days (meets service level)

Poor performance during year one was attributed to one request that took multiple months to complete. For the majority of requests, staff has consistently met the service level goal. However, Oxnard 311 app software-related issues often take

more time to resolve than the service level goal allows. For example, when a user submitted a request regarding issues with uploading pictures, Accela had to release a software update patch that took close to a month to develop and release. With these types of issues, City staff cannot process the request any faster.

Staff are completing requests within the service level goal for year five and the first half of year six.

Summary Table

A summary of the request types, their service level goals, and the performance for each service year can be found in the table immediately below. Each column of the table represents a different service year. Each row represents a different request type. In each cell of the table, the "goal" represents the service level goal in that year for that request type, and each "average" states the average completion time of staff in that year for that request type. For example, in year 2 for abandoned vehicles, the table lists "Goal: 14 , Average: 9." This means that in year 2, the service level goal for abandoned vehicles was 14 working days, but staff was responsive to those requests on an average of 9 working days.

Category	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6 (First Half)	
	Goal	Avg	Goal	Avg	Goal	Avg	Goal	Avg	Goal	Avg	Goal	Avg
Illegal Dumping	3	4.4	3	8.6	3	2.7	3	5.5	3	3.5	3	0.8
Graffiti	3	1.7	3	1.1	3	1.8	3	2	3	2.3	3	2.2
Abandoned Vehicle	14	12.2	14	9	14	9.3	14	9.9	14	9.2	14	7.3
Overgrown Landscape	60	73.7	60	92.5	60	75.1	60	36.7	60	47	60	30.9
Pothole	150	73.3	15/30*	113.4	30	81.7	35	100.1	35	135.9	35	61.8
General Questions	15	41.5	15	45.9	15	42.2	15	30.7	15	15.2	15	16.5
Sidewalk Repair	60	116	60	121.9	60	58.7	60	65.3	60	43.1	60	20.1
Litter	3	14.6	3	24.7	3	20.3	10	12.2	10	17.1	10	9.9
Water Waste and Leaks	4	25.7	4	42.9	4	47.1	4	12.5	4	8.9	4	6.7
Trash and Recycling Service	2	4.3	2	4.5	2	7.5	3	2.4	3	1.7	3	2.6
Assessment District	21	18.9	21	31.6	21	58.6	21	17.9	21	15.4	21	9.5
Animal Safety	2	7.3	2	8.3	2	5.8	7	6.8	7	2.8	7	1.9
Streetlight Out	15	123.6	15	55.9	15	28.5	15	19.1	15	7.0	15	10.1
Street Signs	60	70.5	60	60.9	60	32.3	60	46.6	60	24.8	60	16.8
Traffic - Signal Issues	3	300.5	3	73.9	3	21.1	15	23.8	15	26.8	15	11.8
Tech Support and Questions	6	61.2	6	6.7	6	1.2	6	8.8	6	4.4	6	6
Homeless Encampment	NA	NA	NA	NA	NA	NA	21	7.6	21	6.6	21	4.7
Traffic - General Issues	15	384.7	15	40.5	15	18.2	18	19.1	18	27.1	18	17.3
Street Markings	60	68.3	60	78.9	60	83.2	60	31.2	60	34.3	60	16
Curb and Gutter Repair	60	205.7	60	150.8	60	58.1	60	80.1	60	37.9	60	29.1

*The service level goal for pothole requests was changed in the middle of year two. The first half of year 2 had a service level goal of 15 days. The second half of year 2 had a service level goal of 30 days.

4. Summary

A. Projected Future Use of Oxnard 311

Oxnard staff have communicated with other cities around the country that use the same CRM platform (Accela's PublicStuff) to estimate what future Oxnard 311 use could look like. Most cities reported a large increase in submitted requests between years one and two as more users discovered the system, which Oxnard experienced. The following years display steady request increases between 7 to 30%, with an average over 9 years of 19%. Oxnard 311 growth

appears to be close to following the same trend, as seen by the 21% overall increase in requests submitted between years four and five.

While impossible to predict the exact value of request increases for Oxnard 311, the City should be prepared for continuous growth. The related increase in workload will need to be met with a variety of solutions, including more efficient workflows, additional staff, and potentially increasing service level goals to account for additional work.

B. Changes to Technologically Improve the System

The new Tyler enterprise resource planning (ERP) system will have a significant impact on the Oxnard 311 system. Requests submitted through Oxnard 311 will automatically generate detailed work orders in the new ERP compared to the minimal request assignments currently created through Accela's PublicStuff platform. This will allow staff to collect more data related to resources used to complete requests. This in turn will allow City staff to gain new insights through data-rich analysis to better prepare for future workloads.
The new ERP system is anticipated to take multiple years to implement. As a temporary solution, the IT Department's GIS Division has created custom work order systems to assist staff in responding to high volume request types. One component of these custom work order systems is computer generated smart routing for vehicle efficiency when responding to requests throughout the City. This technology is still being refined and will ultimately save time and fuel while also reducing response time to requests.

C. Recent Technical Issue & Resolution

In late November staff learned the 311 mobile app was experiencing technical issues. The app provider, Accela, identified the issue. To resolve it, Android users should go into the device settings for the app and clear the app's storage/data, then relaunch the app and log back in. iOS users should log out of the app and log back in; if this is unavailable, iOS users should uninstall and reinstall the app from the App Store. After taking these steps, if anyone continues to have issues with the app, please visit www.oxnard.org/311 to submit a request via web browser.

D. Analysis

In year 5, staff met the service level goals in 13 categories: abandoned vehicles, animal safety, assessment district, curb and gutter repair, graffiti, homeless encampment, overgrown landscape, sidewalk repair, street light out, street markings, street signs, tech support and questions, and trash and recycling services. In the first half of year six, staff met the service level goal in another four categories: illegal dumping, litter, traffic general issues, and traffic signal issues. Assuming a continuation of the same resources, staff will strive to continue on this path with these categories.

There are five request types for staff to focus on for improvements and continuing the successes of the first half of year six:

1. Regarding litter, based upon the first six months of year six, adjustments to the process have resulted in seeing improvement in this area. If the current trend remains consistent for the rest of year six, this area could see success in meeting the performance goal while addressing more total requests than last year. Public Works staff has also identified operation changes (e.g., sweeping operations, increase in service frequency, and adding trash can lids) as a means to reduce trash and subsequently calls for service. However, in the long term, additional dedicated staffing will be required for not just litter abatement, but all other maintenance requests handled by this team.

2. The general questions category was close to meeting the performance goal for year five and the first half of year six. Staff continue to focus on streamlining the reassignment of general questions to the appropriate staff. In

addition, new staff have been added to the Oxnard 311 system to assist in completing the requests on time.

3. For potholes, the addition of staffing dedicated to repairing potholes in late 2021 should show positive results for the remainder of year six. Also, the recent purchase of two patch-trucks, which are specific pieces of equipment to increaFse the efficiency in pothole repairs, will provide a needed resource once they are received. The prioritization of resources that the City Council has dedicated to pavement repair projects, specifically alleyways, in the City's Capital Improvement Plan will ultimately reduce the reports for pothole repairs.

4. For water waste and leaks, funding has been identified to pay for contractors to assist in citywide irrigation repair as an initial push to address the large backlog of deferred maintenance . Once contracts are in place, this will make a difference in addressing the requests. However, for long term success, an increase in staff is required to fully audit the irrigation systems in each park and ultimately to meet the performance goal. As such, Public Works will be requesting additional staff resources in the next budget cycle.

5. For traffic - general and signal issues - based upon the first six months of year six, adjustments to the process, increase in staffing, and contracting for services have resulted in seeing improvement in this area. If the current trend remains consistent for the rest of year six, this area will see success in meeting the performance goal while addressing more total requests than last year. These changes will be monitored to continue the success seen in the first six months of year six.

STRATEGIC PRIORITIES

This agenda item supports the Quality of Life strategy. The purpose of the Quality of Life strategy is to build relationships and create opportunities within the community for safe and vibrant neighborhoods, which will showcase the promising future of Oxnard.

This agenda item supports the Organizational Effectiveness strategy. The purpose of the Organizational Effectiveness strategy is to strengthen and stabilize the organizational foundation of the City in the areas of Finance, Information Technology, and Human Resources, and to improve workforce quality while increasing transparency to the public.

FINANCIAL IMPACT

There is no financial impact.

Prepared by: Mike Shaffer, IT Manager

ATTACHMENTS

1. Presentation

Constituent Relationship Management

PERFORMANCE UPDATE SERVICE YEAR 5

May 1, 2020
Through
April 30, 2021

Mike Shaffer, IT Manager - GIS

Launched

96,804

12,028

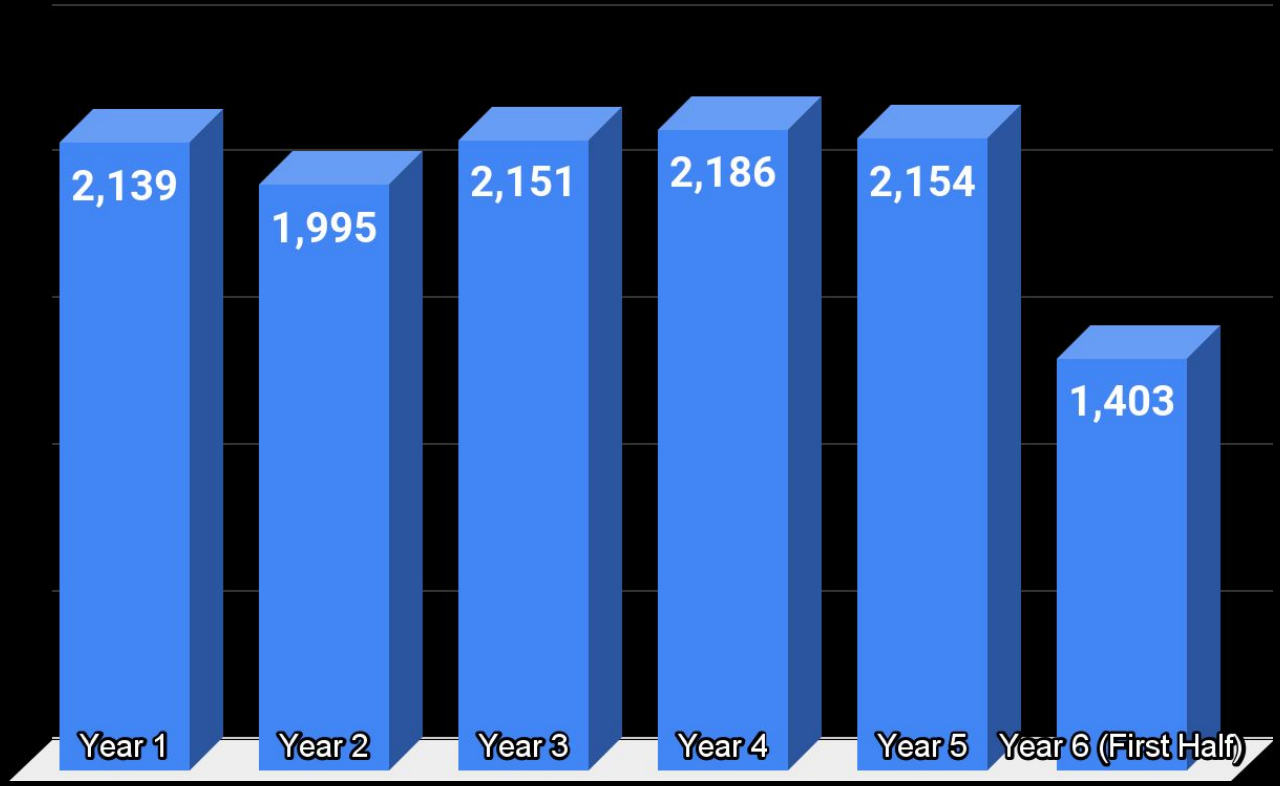
Continued Success

Streamlined Access to Services

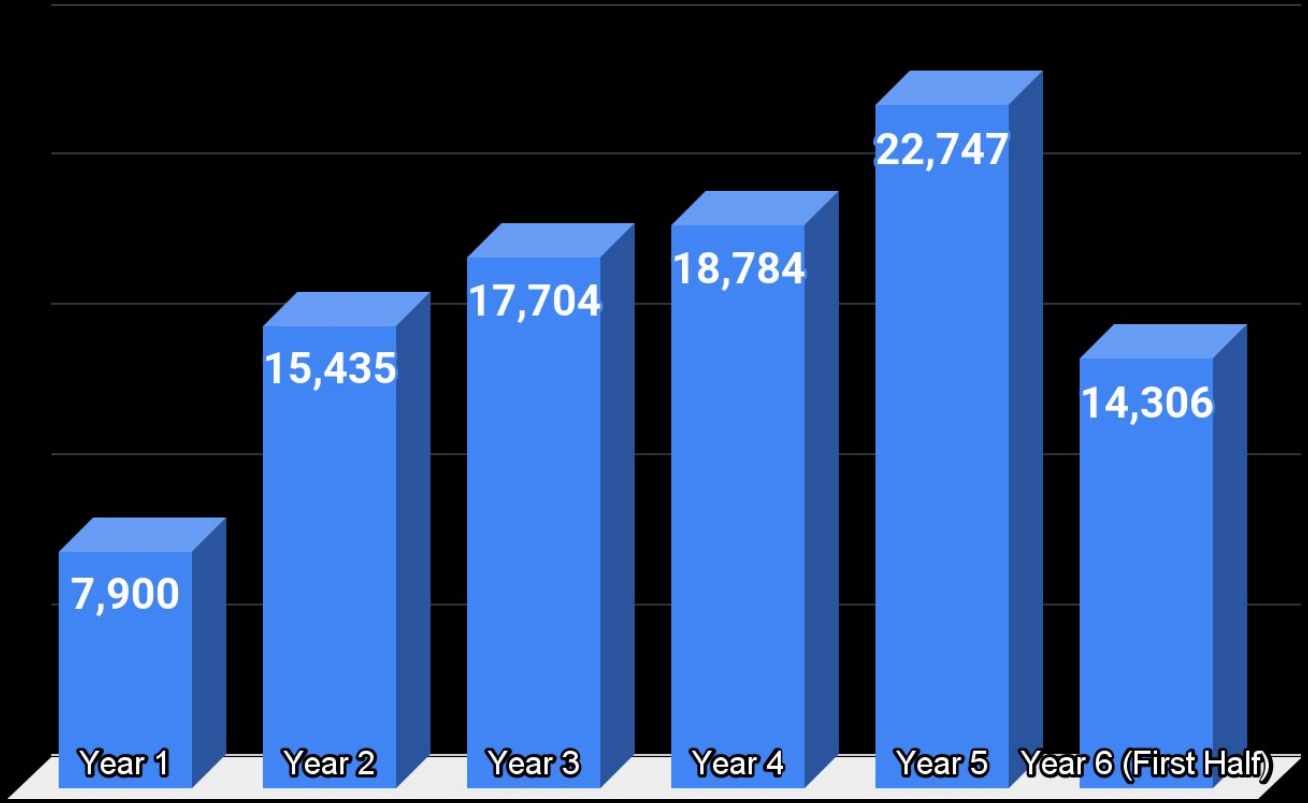
Increased **Transparency**

Increased **Accountability**

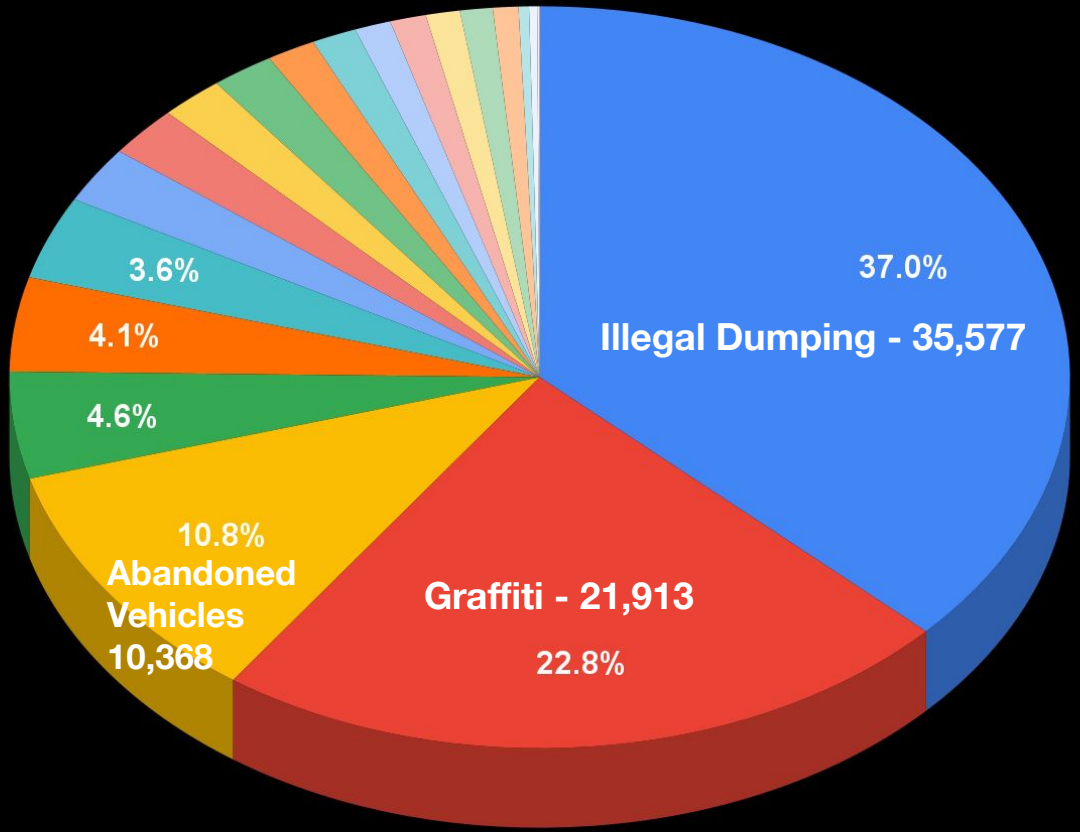
App Downloads



Requests Submitted

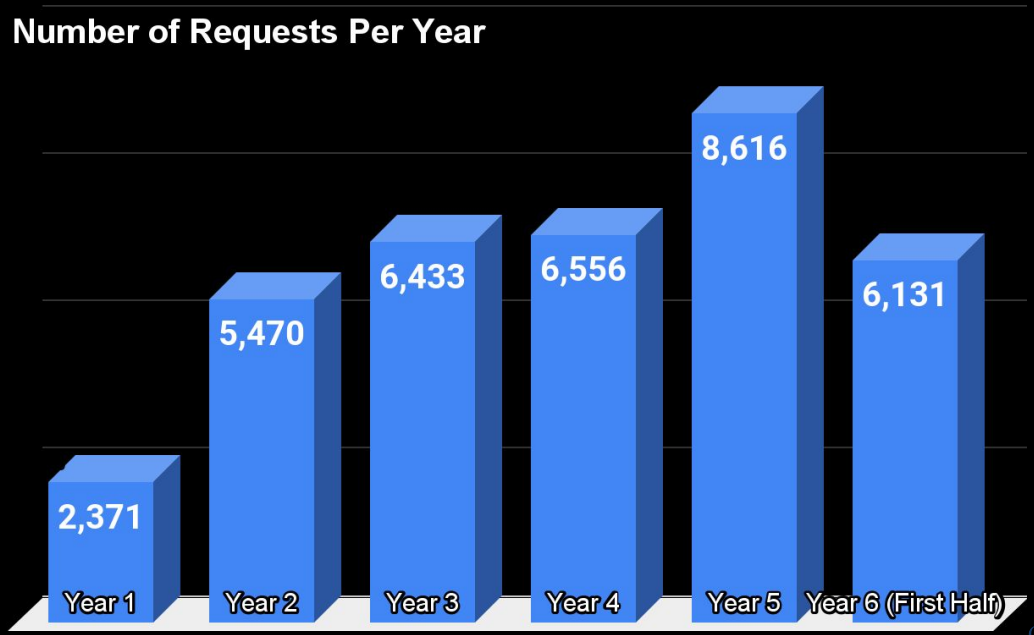


Requests Submitted



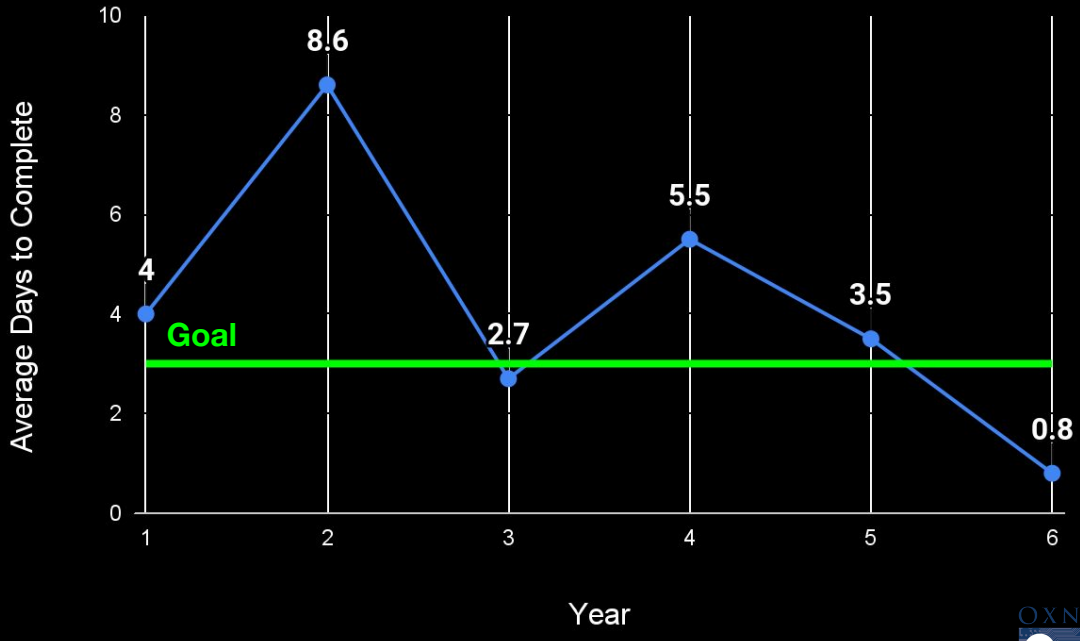
- Illegal Dumping
- Graffiti
- Abandoned Vehicles
- Overgrown Landscape
- General Questions
- Pothole
- Litter
- Sidewalk Repair
- Trash and Recycling Service
- Water Waste and Leaks
- Animal Safety
- Street light Out
- Assessment District
- Street Signs
- Homeless Encampment
- Traffic - General Issues
- Traffic Signal Issues
- Street Markings
- Curb and Gutter Repair
- Tech Support

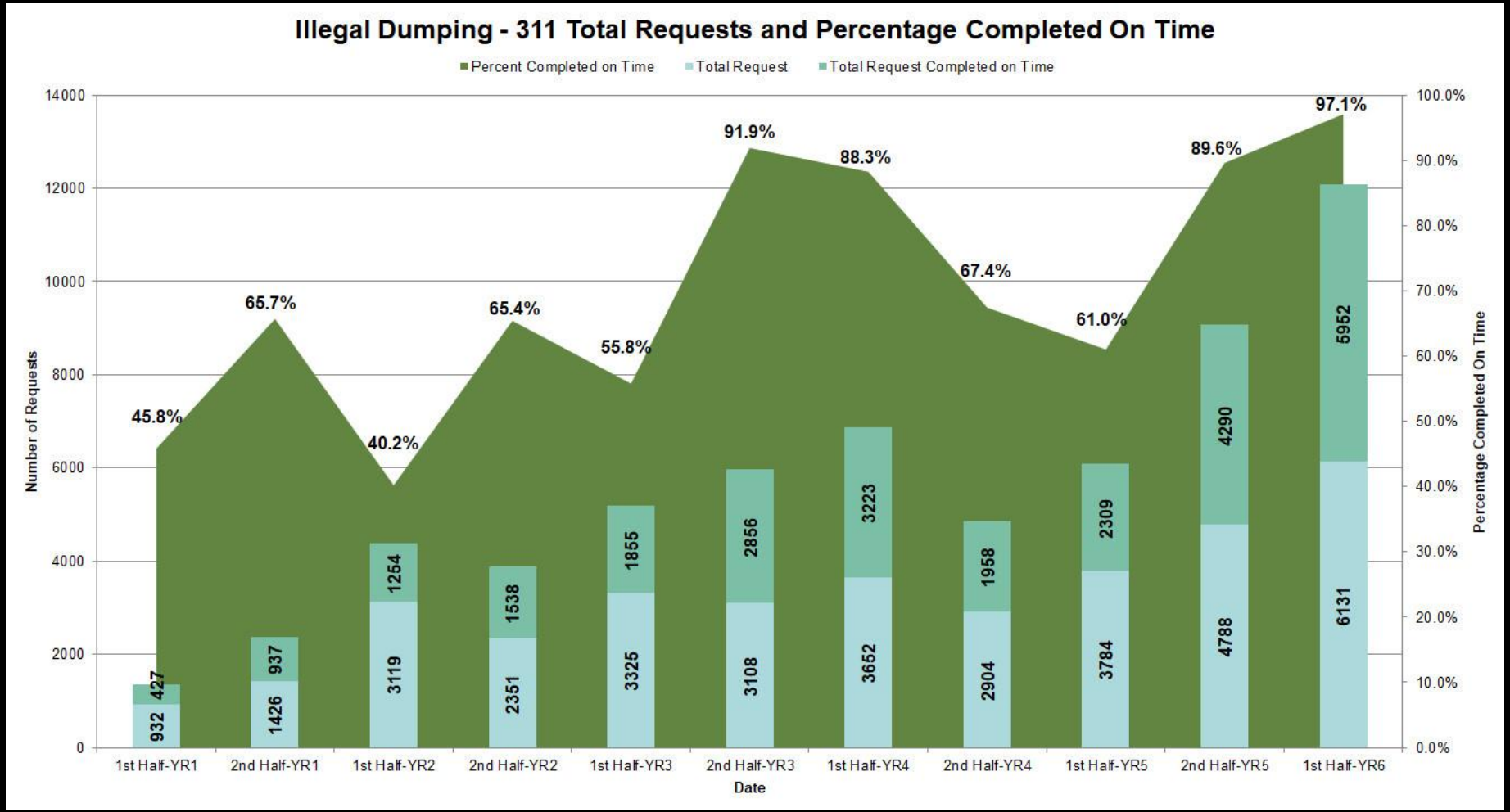
35,577 Illegal Dumping Requests



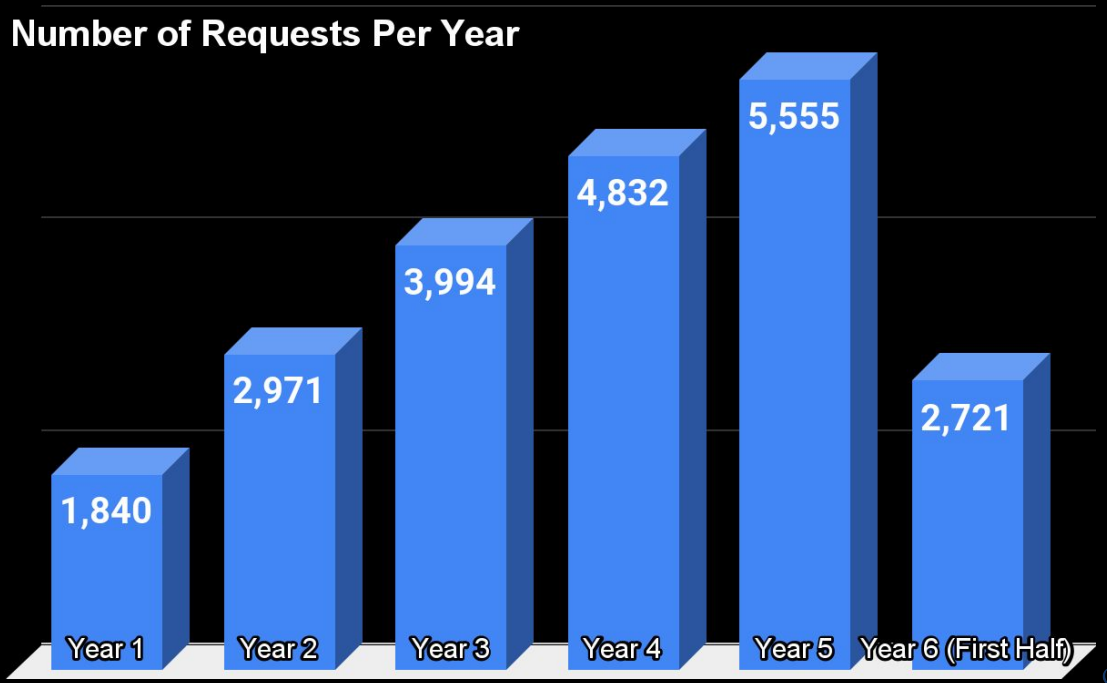
35,577 Illegal Dumping Requests

Goal = **3 Days** Avg = **4.2 Days**

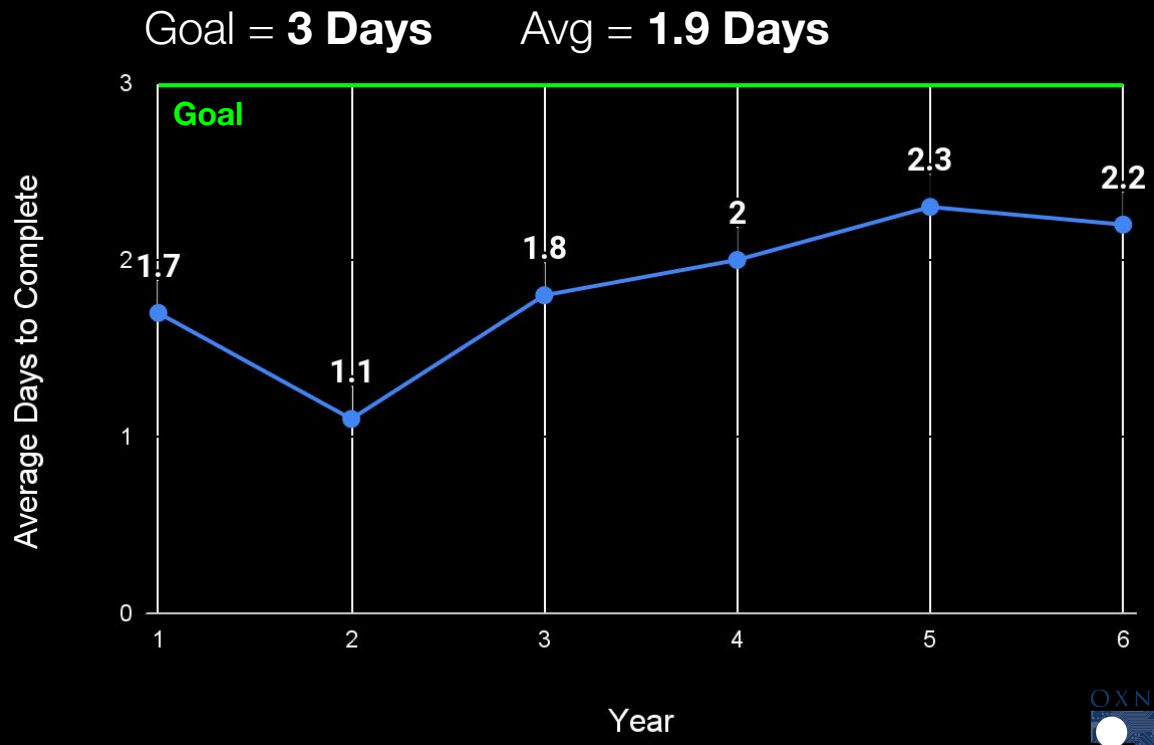


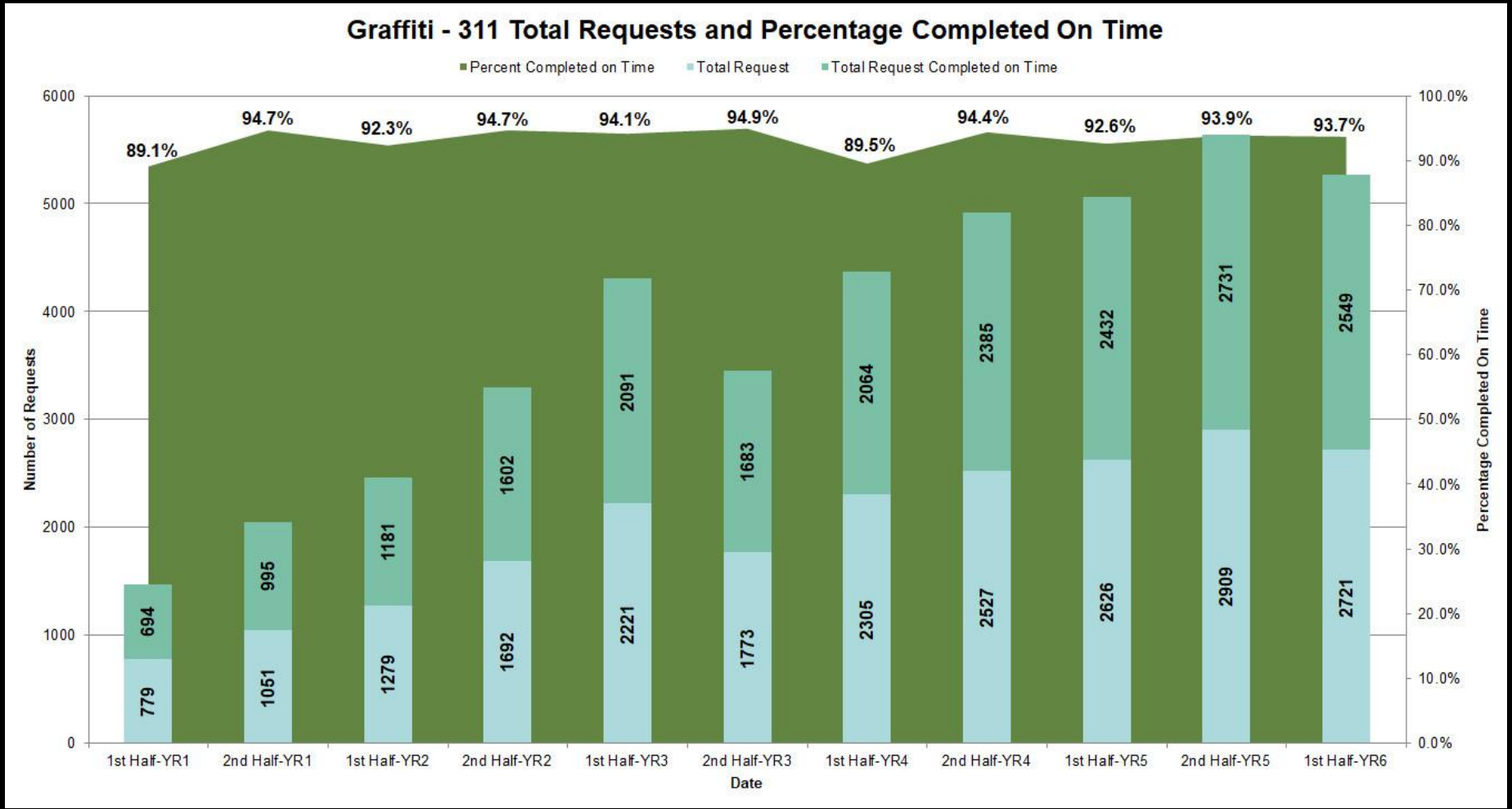

Illegal Dumping - 311 Total Requests and Percentage Completed On Time
Percent Completed on Time
Total Request
Total Request Completed on Time
Number of Requests
Percentage Completed On Time
Date
1st Half-YR1
2nd Half-YR1
1st Half-YR2
2nd Half-YR2
1st Half-YR3
2nd Half-YR3
1st Half-YR4
2nd Half-YR4
1st Half-YR5
2nd Half-YR5
1st Half-YR6
45.8%
65.7%
40.2%
65.4%
55.8%
91.9%
88.3%
67.4%
61.0%
89.6%
97.1%
932
427
1426
937
3119
1254
2351
1538
3325
1855
3108
2856
3652
3223
2904
1958
3784
2309
4788
4290
6131
5952

21,913 Graffiti Requests

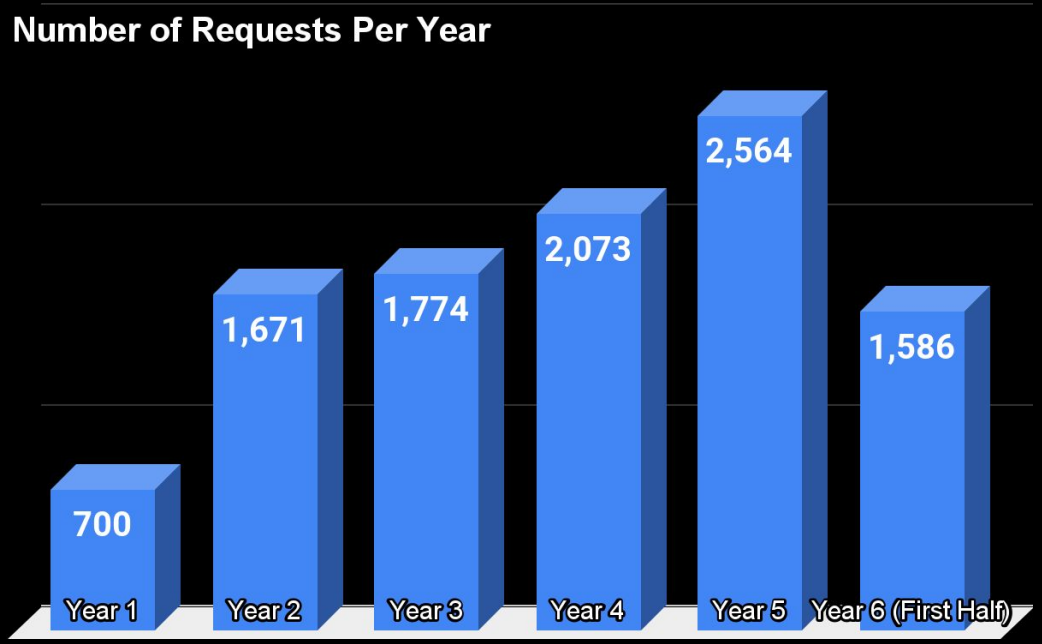


21,913 Graffiti Requests



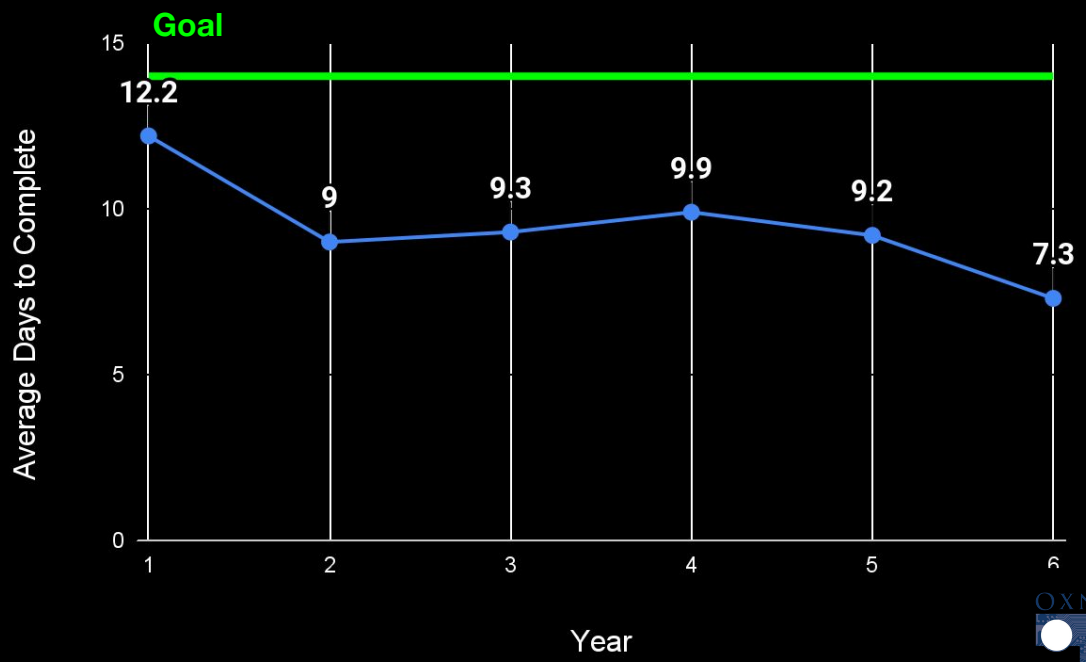

Graffiti - 311 Total Requests and Percentage Completed On Time
Percent Completed on Time
Total Request
Total Request Completed on Time
Number of Requests
Percentage Completed On Time
Date
1st Half-YR1
2nd Half-YR1
1st Half-YR2
2nd Half-YR2
1st Half-YR3
2nd Half-YR3
1st Half-YR4
2nd Half-YR4
1st Half-YR5
2nd Half-YR5
1st Half-YR6
89.1%
94.7%
92.3%
94.7%
94.1%
94.9%
89.5%
94.4%
92.6%
93.9%
93.7%
779
694
1051
995
1279
1181
1692
1602
2221
2091
1773
1683
2305
2064
2527
2385
2626
2432
2909
2731
2721
2549

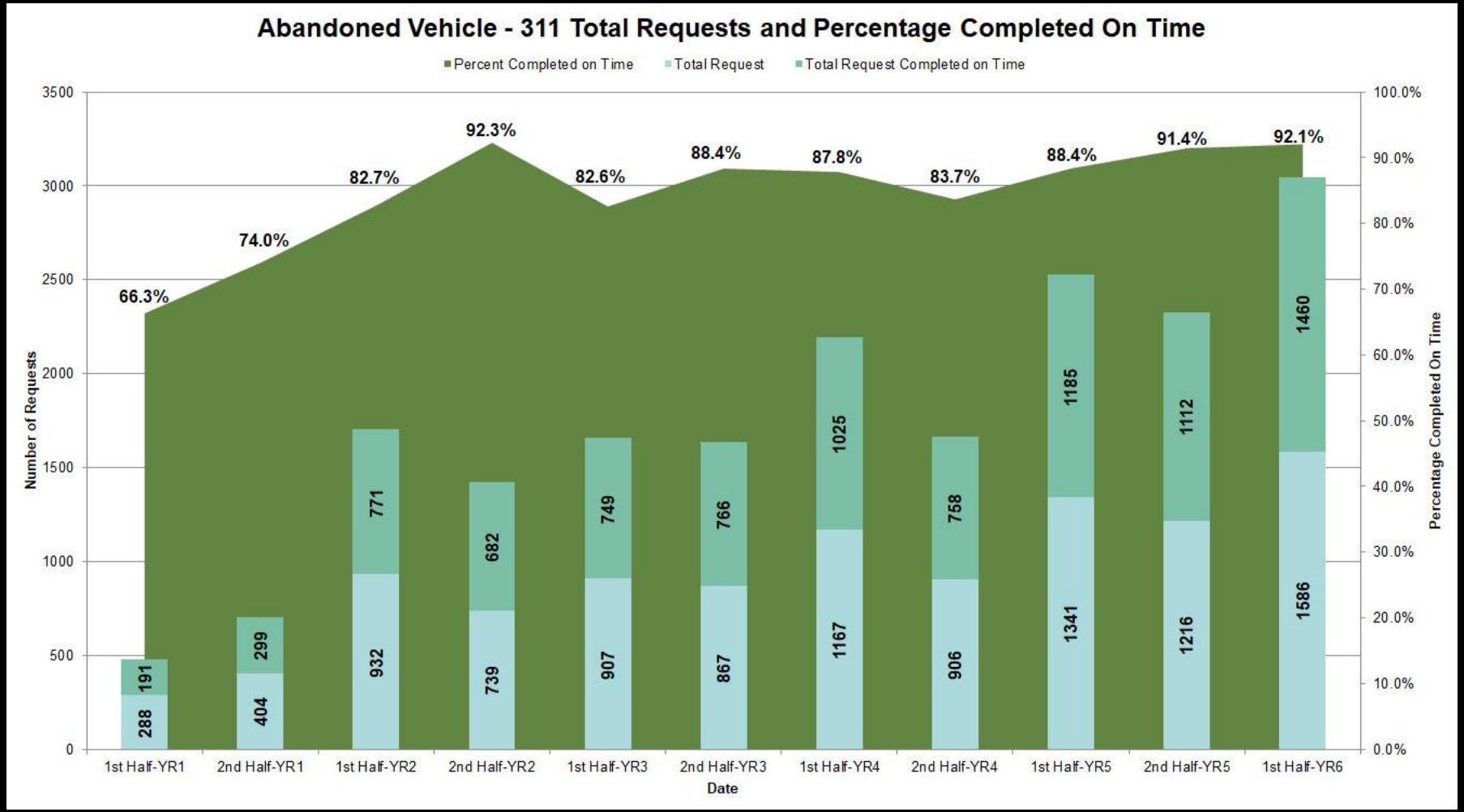
10,368 Abandoned Vehicle Requests



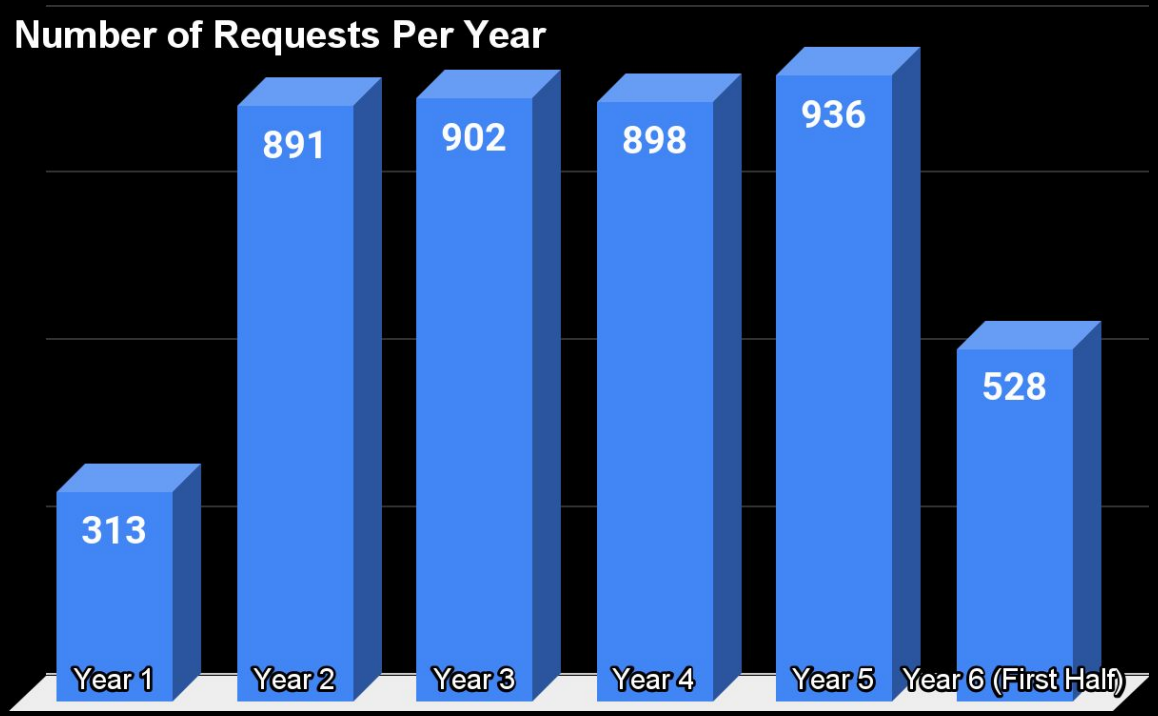
10,368 Abandoned Vehicle Requests

Goal = **14 Days** Avg = **9.5 Days**



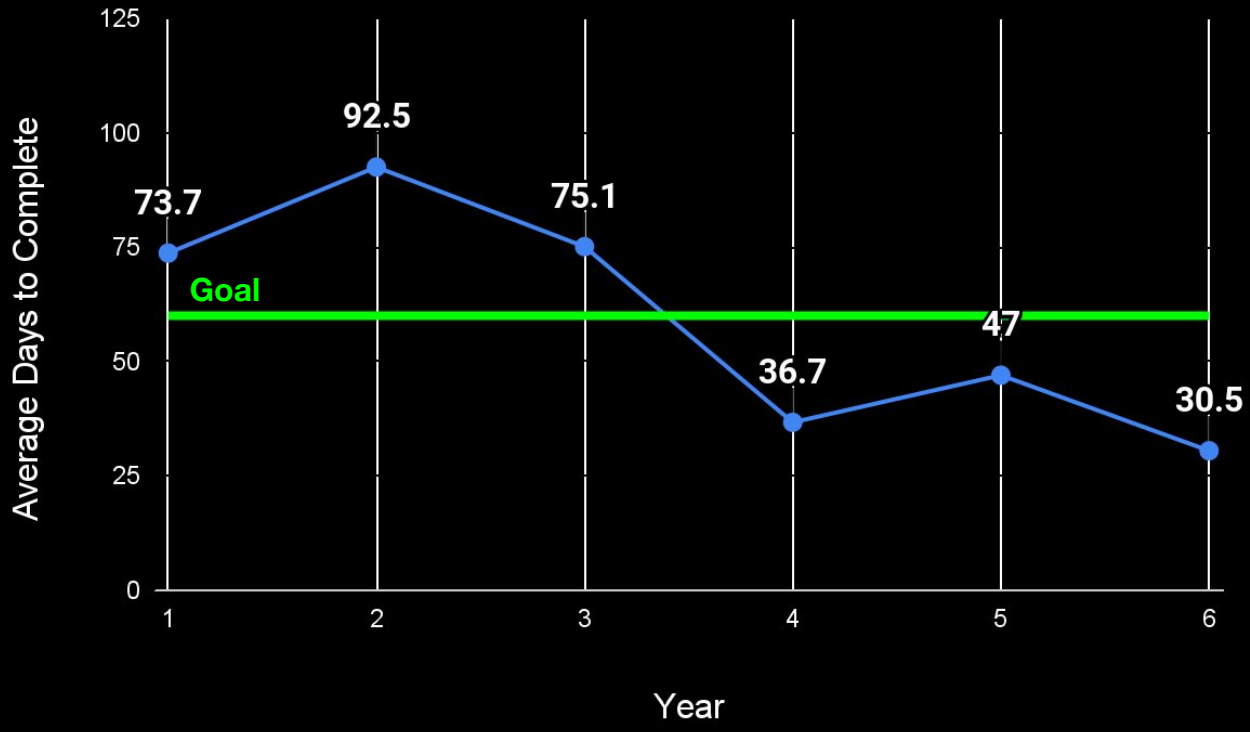

Abandoned Vehicle - 311 Total Requests and Percentage Completed On Time
Percent Completed on Time
Total Request
Total Request Completed on Time
Number of Requests
Percentage Completed On Time
Date
1st Half-YR1
2nd Half-YR1
1st Half-YR2
2nd Half-YR2
1st Half-YR3
2nd Half-YR3
1st Half-YR4
2nd Half-YR4
1st Half-YR5
2nd Half-YR5
1st Half-YR6
66.3%
74.0%
82.7%
92.3%
82.6%
88.4%
87.8%
83.7%
88.4%
91.4%
92.1%
288
191
404
299
932
771
739
682
907
749
867
766
1167
1025
906
758
1341
1185
1216
1112
1586
1460

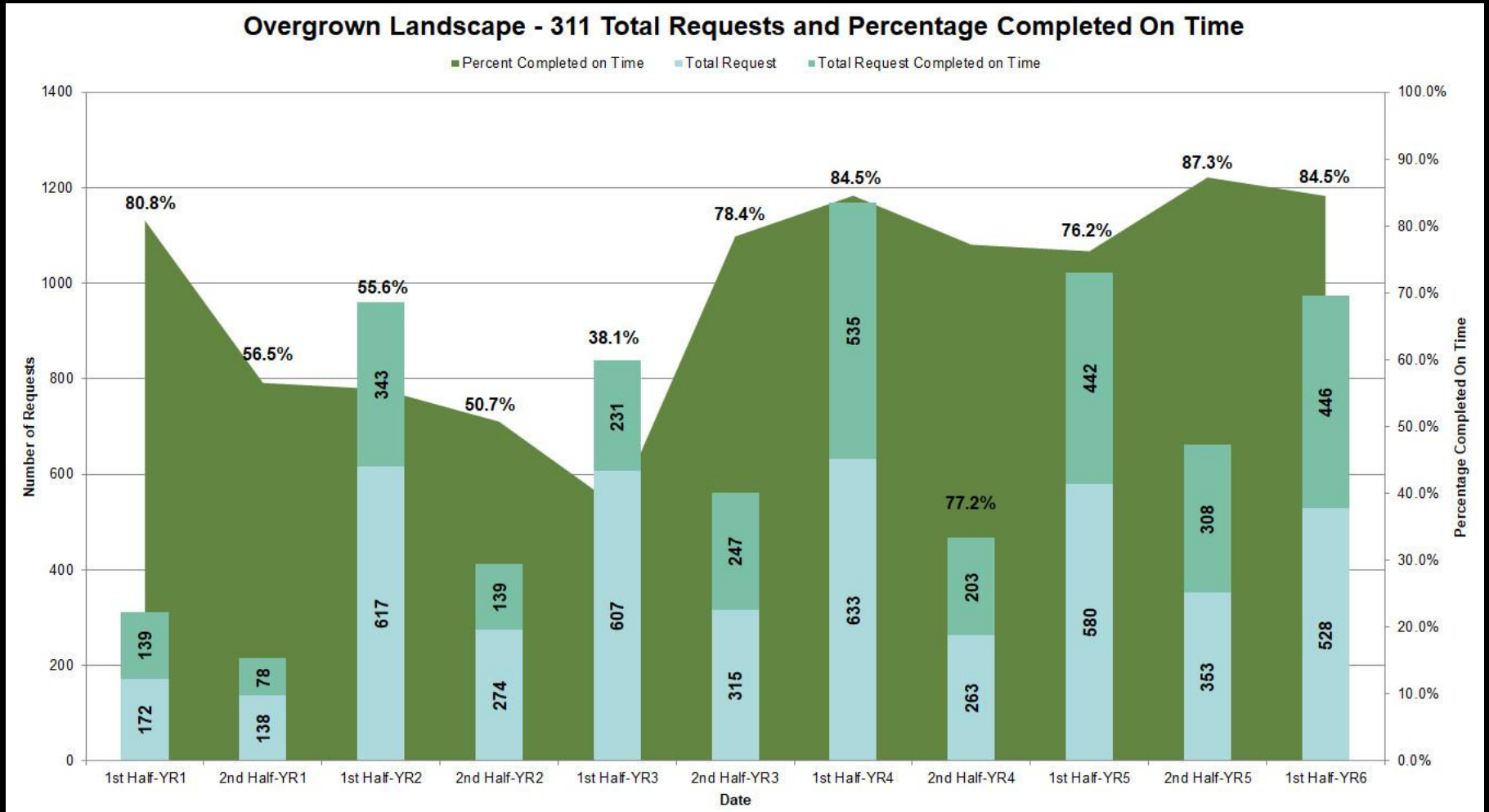
4,468 Overgrown Landscape Requests



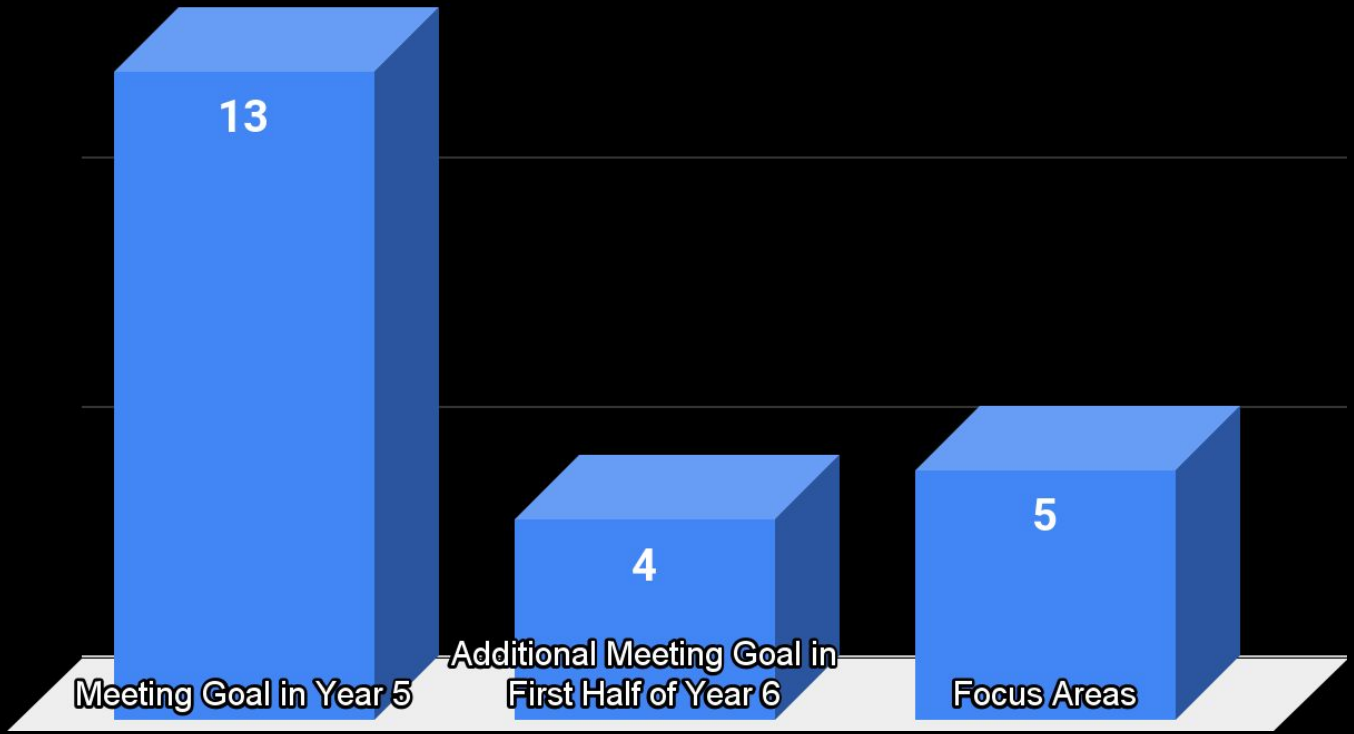
4,468 Overgrown Landscape Requests

Goal = **60 Days** Avg = **61.1 Days**




Overgrown Landscape - 311 Total Requests and Percentage Completed On Time
Percent Completed on Time
Total Request
Total Request Completed on Time
Number of Requests
Percentage Completed On Time
Date
1400
1200
1000
800
600
400
200
0
100.0%
90.0%
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
80.8%
56.5%
55.6%
50.7%
38.1%
78.4%
84.5%
77.2%
76.2%
87.3%
84.5%
172
139
138
78
617
343
274
139
607
231
315
247
633
535
263
203
580
442
353
308
528
446
1st Half-YR1
2nd Half-YR1
1st Half-YR2
2nd Half-YR2
1st Half-YR3
2nd Half-YR3
1st Half-YR4
2nd Half-YR4
1st Half-YR5
2nd Half-YR5
1st Half-YR6

Overall Service Category Performance



Focus Areas for Improvement and Continued Success

1. Litter - Parks management is requesting funding for additional staff to assist with these requests. Staff are also adding or increasing street sweeping services to parking lots and repairing trash cans to prevent trash from spilling.

2. General Questions - New staff members have been added to assist in completing these request types.

3. Potholes - Additional staff dedicated to pothole repairs were added in late 2021 along with the purchase of two “patch truck” vehicles. CIP pavement resurfacing projects will also reduce the number of pothole requests.

Focus Areas for Improvement and Continued Success

4. Water Waste and Leaks - Funding has been identified to pay for contractors to assist in city wide irrigation repair. An increase in staff is still required to meet the performance goal given the total number of parks in the City. Public Works will be requesting additional staff resources in the next budget cycle.

5. Traffic - General and Signal Issues - Additional staff and contracting services have been added to assist with this request type.

Questions?