
PUBLIC WORKS DEPARTMENT



"Providing Quality Service And Infrastructure"

MISSION:

The mission of the Public Works Department is to provide efficient and cost-effective services involving the engineering, maintenance, and operation of public facilities and equipment. The department strives to serve our citizens and customers in a helpful, caring, and responsive manner.

DEPARTMENT GOALS AND OBJECTIVES:

1. Provide prompt, courteous, and professional customer service to the community.
2. Improve the quality of life within the community.
3. Maximize the safety of our staff and community through the Citywide Safety Committee and a commitment to disaster preparedness.
4. Collaborate in solving regional and local transportation issues.
5. Promote and implement the planning and development of City infrastructure and capital improvement programs.
6. Maintain all public facilities at the highest standards possible to provide effective and safe use.
7. Utilize technology to establish the most effective work methods.
8. Maximize organizational productivity and efficiency.
9. Embody Corona's Corporate Values as a way of conducting daily business in the pursuit to achieve excellence today and tomorrow.

SCHEDULE OF POSITIONS BY DEPARTMENT

*For historical and salary information, please reference the Citywide
Schedule of Positions located under the "Personnel" Section*

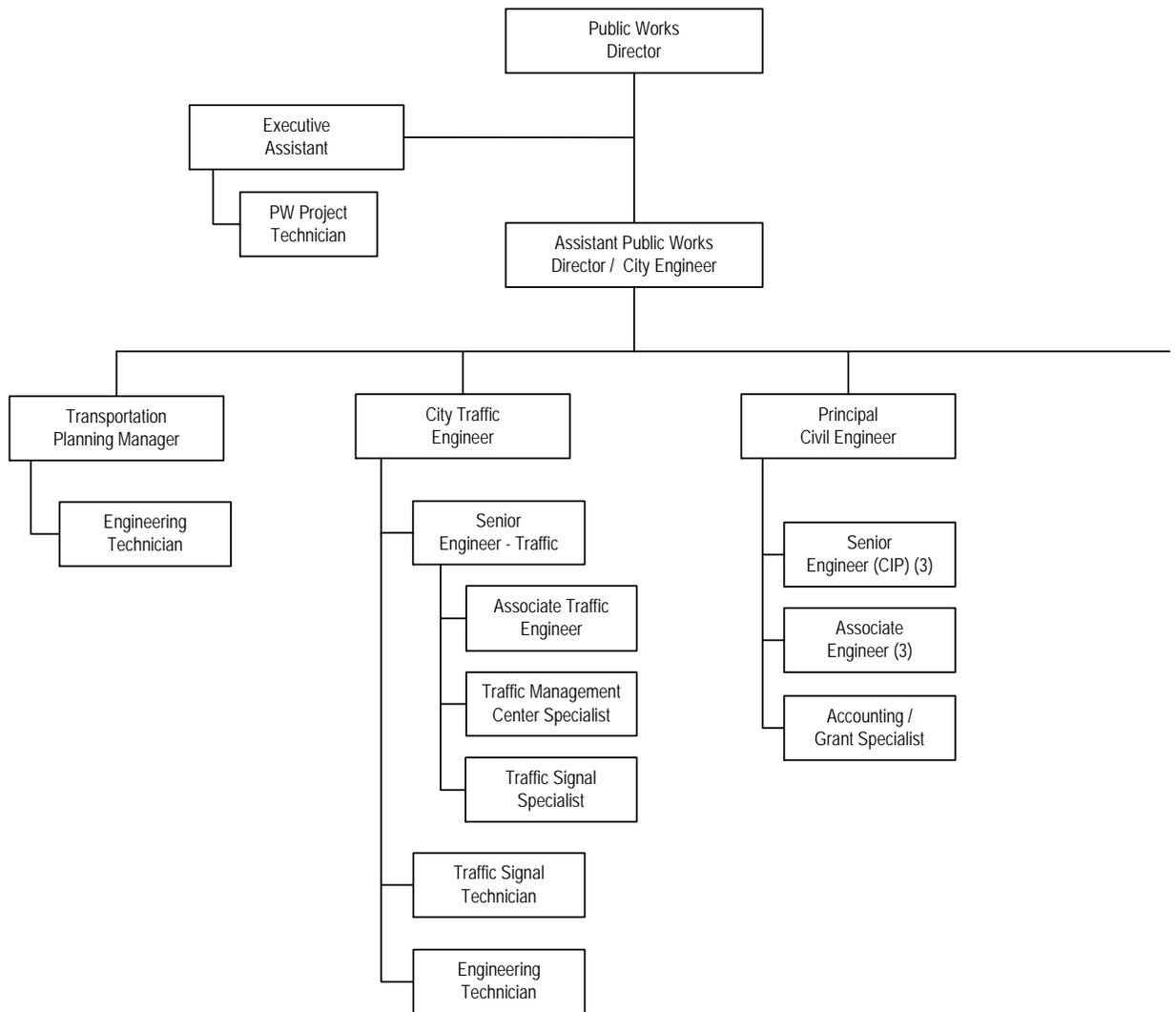
<u>PUBLIC WORKS</u>	<u>Authorized FY 2011-12</u>	<u>Adopted FY 2012-13</u>
Public Works Director	1	1
Assistant Public Works Director / City Engineer	1	1
Assistant Public Works Director / Operations	1	1
Principal Civil Engineer	2	2
Transportation Planning Manager	1	1
Public Works Inspection Superintendent	1	1
Senior Engineer	4	4
Senior Engineer - Traffic	1	1
City Traffic Engineer	1	1
Public Works Inspection Supervisor	1	1
Associate Engineer	5	5
Associate Traffic Engineer	1	1
Fleet Services Supervisor	1	1
Building / Facility Maintenance Supervisor	1	1
Street Maintenance Supervisor	1	1
Traffic Management Center Specialist	1	1
Environmental Compliance Coordinator	1	1
Public Works Program Supervisor	1	1
Senior Public Works Inspector	1	1
Storm Water Inspector	1	1
Traffic Signal Specialist	1	1
Fleet Administrator	1	1
Facilities Locator Technician	1	1
Public Works Inspector II	2	2
Lead Building Maintenance Technician	2	2
Lead Fleet Services Technician	1	1
Public Works Inspection Technician	1	1
Senior Engineering Technician	1	1
Traffic Signal Technician	1	1
Street Maintenance Crew Leader	2	2
Executive Assistant	1	1
Office Manager	2	2
Fleet Services Technician	5	5
Accounting / Grant Specialist	1	1
Engineering Technician	2	2
Fleet Services Writer	1	1
Senior Street Maintenance Worker	5	5
Building Maintenance Technician	3	3
Traffic Maintenance Technician	1	1
Public Works Project Technician	1	1
Senior Departmental Accounting / Budget Technician	1	1

SCHEDULE OF POSITIONS BY DEPARTMENT

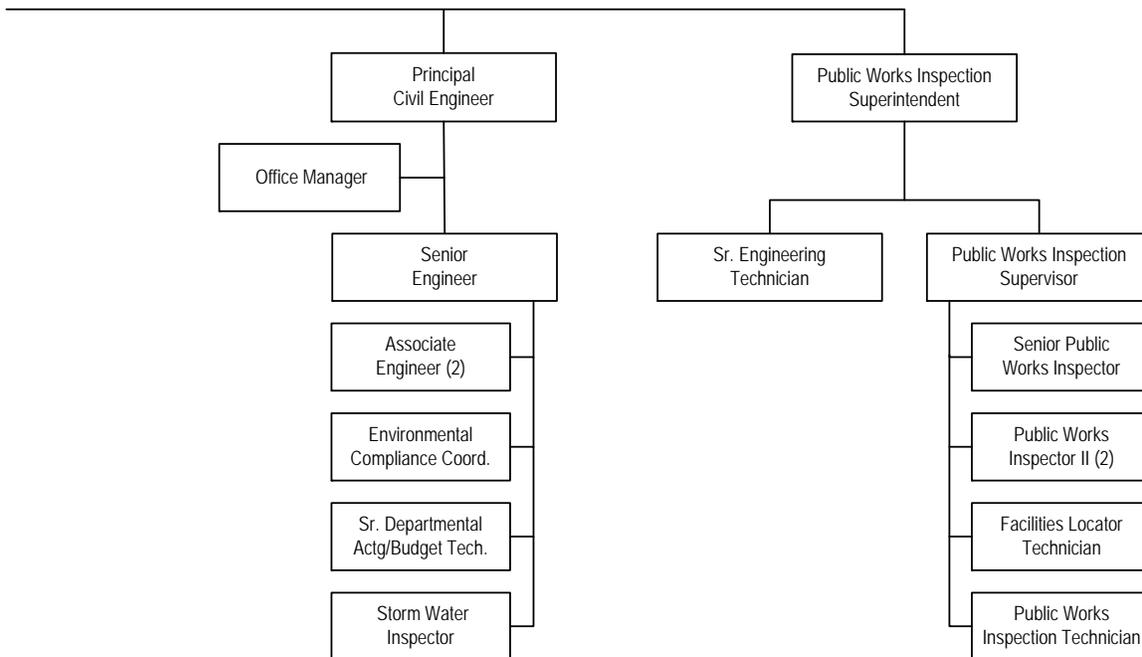
*For historical and salary information, please reference the Citywide
Schedule of Positions located under the "Personnel" Section*

	<u>Authorized FY 2011-12</u>	<u>Adopted FY 2012-13</u>
<u>PUBLIC WORKS, Continued</u>		
Street Maintenance Worker	5	5
Lead Inventory Control Technician	1	1
Inventory Control Specialist	1	1
Fleet Services Worker	1	1
Graffiti Worker	1	1
Senior Office Assistant	1	1
Mail Distribution Clerk	<u>1</u>	<u>1</u>
<u>Total Public Works</u>	75	75

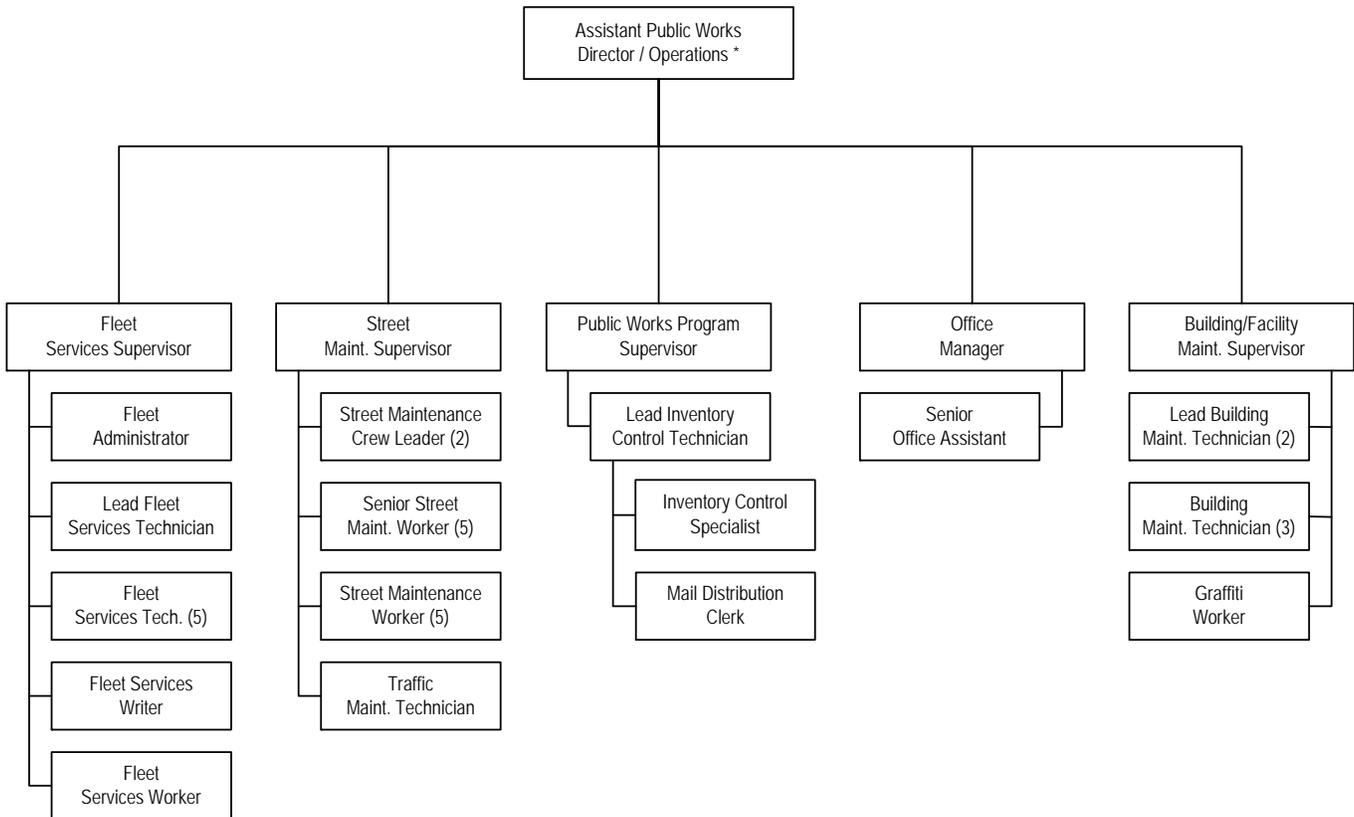
Public Works Department Engineering



Public Works Department Engineering



Public Works Department Services



* Position reports to Public Works Director (shown on Public Works Department – Engineering).

FINANCIAL SUMMARY OPERATIONAL

PUBLIC WORKS

<u>Account/Description</u>	Actual Expenditures FY 2009-10	Actual Expenditures FY 2010-11	Adopted Budget FY 2011-12	Cumulative Budget FY 2011-12	Estimated Expenditures FY 2011-12	Adopted Budget FY 2012-13
BUDGET SUMMARY						
1000 Salaries - Benefits	\$ 9,900,933	\$ 9,812,091	\$ 10,156,176	\$ 10,036,968	\$ 10,001,033	\$ 9,920,837
2000 Services - Supplies	16,927,439	16,472,195	19,575,913	19,707,086	17,196,316	19,576,878
5000 Capital Outlay	435,564	656,401	1,284,105	1,543,077	256,066	1,010,000
Total Department	<u>\$ 27,263,936</u>	<u>\$ 26,940,687</u>	<u>\$ 31,016,194</u>	<u>\$ 31,287,131</u>	<u>\$ 27,453,415</u>	<u>\$ 30,507,715</u>

PROGRAMS

3911 Administration	\$ 460,549	\$ 351,780	\$ 372,421	\$ 372,156	\$ 349,650	\$ 373,524
3921 Traffic Engineering	1,106,829	1,110,043	1,137,609	1,148,389	1,163,141	1,087,526
3922 Transportation Planning	354,043	389,190	400,722	402,846	271,405	326,968
3923 Demand Response Svcs./ Dial-A-Ride	1,152,342	1,014,113	1,004,286	1,065,755	979,007	1,878,012
3924 Signal Operations	963,374	970,342	1,040,716	1,039,116	923,714	1,054,063
3925 Fixed Route Transit Service	1,159,200	1,085,121	1,670,378	1,670,662	890,257	1,134,921
3931 Capital Improvements	1,279,675	1,187,596	1,148,348	1,084,608	1,275,289	1,406,735
3932 Special Projects	848,665	846,903	941,021	949,990	910,654	979,086
3933 Customer Service Counter	205,405	132,212	201,375	206,022	114,732	116,537
3941 Land Development	393,485	398,907	311,001	313,243	473,647	262,551
3943 Drainage Quality Eng.	720,738	867,995	1,002,454	1,003,870	942,282	1,038,974
3951 Inspection	932,290	923,231	947,882	941,156	891,888	953,893
4111 Operations Services	270,645	165,213	258,412	223,400	191,217	310,628
4121 Building Maintenance	2,843,510	2,752,312	3,566,909	3,578,874	3,272,316	3,582,107
4122 Concrete Maintenance	352,102	335,631	384,329	351,596	373,009	329,697
4131 Street Maintenance	644,965	507,136	663,705	629,434	645,519	596,492
4132 Drainage Maintenance	299,258	300,509	279,281	261,091	310,466	246,910
4143 Street Lighting	1,634,751	1,601,804	1,749,542	1,750,253	1,503,059	1,786,801
4144 Sign and Pavement Marking	184,339	187,034	198,899	200,758	183,828	208,334

FINANCIAL SUMMARY OPERATIONAL

PUBLIC WORKS

<u>Account/Description</u>	Actual Expenditures FY 2009-10	Actual Expenditures FY 2010-11	Adopted Budget FY 2011-12	Cumulative Budget FY 2011-12	Estimated Expenditures FY 2011-12	Adopted Budget FY 2012-13
<u>PROGRAMS, CONTINUED</u>						
4151 Refuse Disposal	7,021,536	7,166,551	7,521,225	7,562,708	7,298,676	7,567,876
4152 Street Sweeping	366,889	339,076	358,001	358,001	358,001	358,001
4153 Graffiti Removal	192,737	203,823	239,737	240,240	219,198	182,239
4161 Fleet Services	3,472,230	3,719,020	5,198,754	5,512,635	3,492,636	4,319,385
4171 Warehouse Services	404,379	385,145	419,187	420,328	419,824	406,455
Total Programs	<u>\$ 27,263,936</u>	<u>\$ 26,940,687</u>	<u>\$ 31,016,194</u>	<u>\$ 31,287,131</u>	<u>\$ 27,453,415</u>	<u>\$ 30,507,715</u>

FUNDING SOURCES

110 General Fund	\$ 8,625,233	\$ 7,907,412	\$ 9,060,532	\$ 8,944,305	\$ 8,825,411	\$ 9,007,404
222 Gas Tax (2105-2106-Prop 42) Fund	1,106,448	1,114,310	1,159,627	1,169,334	1,182,788	1,210,603
224 Rideshare Trip Reduction Fund	60,961	267,196	206,345	207,140	90,526	241,918
227 Measure A Fund	29,995	29,785	30,385	30,385	30,385	31,918
232 Civic Center Fund	192,532	182,141	231,911	231,911	222,482	231,910
245 County Service Area 152 (NPDES) Fund	690,632	837,435	967,301	968,384	908,210	1,002,605
248 CFD 97-1 Landscape Fund	42,741	38,750	40,856	41,873	40,788	43,573
260 Residential Refuse/ Recycling Fund	7,021,536	7,166,551	7,521,225	7,562,708	7,298,676	7,567,876
446 LMD 84-1 Lighting Fund	2,342,667	2,305,427	2,503,334	2,506,512	2,182,650	2,546,809
448 LMD 84-2 Landscape Fund	214,884	211,878	236,172	236,418	230,579	240,839
475 Successor Agency Administration Fund	105,973	124,644	136,324	86,554	86,554	-
577 Transit Services Fund	2,311,542	2,099,234	2,674,664	2,736,417	1,869,264	3,012,933
632 Equipment Pool Capital Outlay Fund	531,734	662,051	948,349	1,157,501	433,150	-
680 Warehouse Services Fund	404,379	385,145	419,187	420,328	419,824	406,455

FINANCIAL SUMMARY OPERATIONAL

PUBLIC WORKS

<u>Account/Description</u>	Actual Expenditures FY 2009-10	Actual Expenditures FY 2010-11	Adopted Budget FY 2011-12	Cumulative Budget FY 2011-12	Estimated Expenditures FY 2011-12	Adopted Budget FY 2012-13
<u>FUNDING SOURCES, CONTINUED</u>						
682 Fleet Operations Fund	2,940,496	3,056,969	4,250,405	4,355,134	3,059,486	4,319,385
Var Various CFD Funds	516,354	499,740	581,581	584,231	524,646	606,308
Var SC/Development Funds	125,829	52,019	47,996	47,996	47,996	37,179
Total Funding	<u>\$ 27,263,936</u>	<u>\$ 26,940,687</u>	<u>\$ 31,016,194</u>	<u>\$ 31,287,131</u>	<u>\$ 27,453,415</u>	<u>\$ 30,507,715</u>

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – ADMINISTRATION:

The Administration Program provides vital customer service to both internal and external customers. The program also provides administrative and technological services for the Engineering and Service Divisions of the Public Works Department.

PROGRAM ONGOING OBJECTIVES:

1. Coordinate the activities of all Engineering and Service Division programs throughout the year.
2. Coordinate and administer department personnel functions including hiring, training and education, and team building strategies.
3. Represent the Public Works Department at City Council and Planning Commission meetings throughout the year.
4. Coordinate the preparation of the department's annual budget and monitor budgetary activities.
5. Maintain departmental equipment, such as copy machines, scanners, fax machines, and any other related equipment.
6. Serve as the departmental hub for information gathering, the coordination of meetings, research of technological needs, records management, and the preparation of City Council and Committee Agenda items.
7. Coordinate departmental and division specific training classes for all Public Works employees.
8. Assess departmental technological needs, recommend new and advanced methods of automation, and prepare and distribute performance base reports.
9. Review and update department strategic goals documents.

PROGRAM GOALS:

1. Compile pertinent information throughout the calendar year to produce the Public Works Annual Report by February 2013.
2. Ensure Employee Performance Evaluations are properly documented throughout the rating period and completed within one month after the end of the rating period through June 2013.
3. Direct and manage the department's efforts to secure grants and other financial incentives for the department through June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – TRAFFIC ENGINEERING:

The Traffic Engineering Program ensures that the City's circulation system is operating in a safe and efficient manner and oversees growth-related issues as they relate to traffic circulation.

PROGRAM ONGOING OBJECTIVES:

1. Investigate and respond to community traffic requests, suggestions, complaints, and work orders.
2. Complete speed surveys and secure City Council certification for posted speed limits on City Streets.
3. Utilize the Advanced Traffic Management System to monitor, evaluate, and implement improvements to the City's traffic circulation system.
4. Review traffic detour plans to ensure the safe passage of traffic during construction and special civic events.
5. Coordinate with other departments for traffic control device installation and traffic operations issues.
6. Partner with Caltrans, the City of Norco, the County of Riverside, the Corona-Norco Unified School District, and other agencies on traffic related matters throughout the year.
7. Review signage, striping, signal, and site plans, as well as related traffic studies for development projects.
8. Analyze potential and existing high collision locations and make recommendations for reducing accidents.
9. Establish additional Preferential Parking Permit locations where appropriate, in coordination with the Police Department and school officials, and process preferred parking permit requests as needed.
10. Maintain existing striping and traffic control pavement markings on City streets and all new markings as appropriate.

PROGRAM GOALS:

1. Create secure connection for City staff into City Hall Traffic Management Center from a remote personal computer to better respond to after-hours traffic incidents by September 2012.
2. Create pilot project to obtain turning movement and average daily traffic count data using video detection system by September 2012.
3. Revise City Truck Route Plan by February 2013.
4. Provide traffic control plans for the Department of Water and Power projects at four locations by April 2013.
5. Assist with mapping Capital Improvement Project traffic projects by May 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – TRANSPORTATION PLANNING:

The Transportation Planning Program ensures that transportation issues are properly addressed from the standpoint of public transit, transportation funding and grants, and transportation planning and studies. The program provides residents with an effective and efficient public transit system, and coordinates transportation planning activities with other agencies.

PROGRAM ONGOING OBJECTIVES:

1. Administer the City's transit system and search and apply for federal, state, and other agency grants to help fund public transit programs.
2. Advocate safe and efficient traffic operations and a high standard of maintenance for the SR-91 and I-15 Freeways through coordination with Caltrans, Orange County Transportation Authority, or OCTA, Riverside County Transportation Commission, or RCTC, Southern California Association of Governments, or SCAG, and Western Riverside Council of Governments, or WRCOG.
3. Coordinate with Riverside Transit Agency, or RTA, to provide regional public transit and appropriate bus facilities.
4. Administer the Federal Transit Administration and Transportation Development Act, or TDA, grants and other funding sources that are available through RCTC.
5. Utilize and seek reimbursement from federal and state grants and other outside agency funding for capital improvement projects.
6. Administer the Transportation Uniform Mitigation Fee, or TUMF, Transportation Improvement Plan.
7. Coordinate the administration of TUMF projects with RCTC and WRCOG to ensure that all goals are met.
8. Prepare, submit, and implement the annual update of the South Coast Air Quality Management District Work Site Emission Reduction Program.
9. Monitor activities and actions of regional agencies such as RCTC, OCTA, SCAG, and WRCOG, for regional transportation issues that impact the City of Corona, including the Mid County Parkway and SR-91 Corridor Improvement Project.
10. Update City of Corona transportation and transit projects for state and federal funding through the Federal Transportation Improvement Program, State Transportation Improvement Program, and the Regional Transportation Program on an as needed basis.
11. Administer the City's rideshare and vanpool programs.

PROGRAM GOALS:

1. Update the City Bicycle Master Plan by October 2012.
2. Prepare and submit the 2013-14 through 2015-16 Short Range Transit Plan, or SRTP, to City Council and RCTC for approval by May 2013.
3. Secure the services of a Contract Operator to provide a turn-key transit operation for a five-year period by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – DEMAND RESPONSE SERVICES OR DIAL-A-RIDE:

The Dial-A-Ride Program provides residents with a demand-responsive, curb-to-curb general public transportation service within City limits and provides transportation to select satellite points upon request.

PROGRAM ONGOING OBJECTIVES:

1. Maintain and operate a fleet of nine buses through a contract service, and strive to meet the fare ratio of 20% as per the Public Utilities Code Section 99268.
2. Monitor and evaluate Dial-A-Ride activities and performance for cost effectiveness.
3. Meet with the Dial-A-Ride contractor on a monthly basis to help achieve goals and objectives.
4. Monitor performance measures and incentives utilized with the Dial-A-Ride contractor throughout the year to ensure compliance.
5. Represent the City concerning public transit issues and assist in transit studies conducted by federal, state, and local agencies during the year when requested.
6. Conduct grant management activities in a timely manner; apply for federal, state, and local funds, and assist in transit audits conducted by these agencies during the year.
7. Investigate and make findings that will mitigate complaints, improve service, and ensure that pedestrian and transit infrastructure needs are identified.
8. Meet with senior citizen and disabled community groups twice annually to solicit comments for enhancement of the Dial-A-Ride service.
9. Compile and report the City's transit services related data to Riverside County Transportation Commission and the National Transit Database on a monthly basis.
10. Attend Corona/Norco Transportation Now, or T-NOW, meetings and implement recommendations.

PROGRAM GOALS:

1. Complete the delivery and acceptance of new Dial-A-Ride buses and complete required grant closeout procedures by April 2013.
2. Properly dispose of aged buses that have exceeded their Federal Transit Agency-defined useful life by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – SIGNAL OPERATIONS:

The Signal Operations Section is responsible for the maintenance, operation and repair of the City's traffic signals and flashing beacons. Maintenance associated with the City's Traffic Management Center, or TMC, is associated with the Advanced Traffic Management System or ATMS, and fall under the program's jurisdiction as well. The upkeep of these facilities and equipment provides for the safe and efficient travel of pedestrians and drivers in Corona. Maintenance and repairs are performed by in-house staff and contracted services.

PROGRAM ONGOING OBJECTIVES:

1. Maintain the proper functioning of signals and related infrastructure through a scheduled preventive maintenance program.
2. Operate and maintain traffic signals in a safe working condition through the use of staff, private contractors, and consultants.
3. Respond to emergency signal repair calls within one hour and make repairs with minimal disruption of traffic.
4. Keep records of all signal maintenance activities to reduce liability to the City.
5. Participate financially in the cost of 16 signals maintained by Caltrans and Riverside County.
6. Conduct reviews of critical intersection traffic signal timing on a quarterly basis.
7. Conduct reviews of signal synchronization on an ongoing basis.
8. Maintain the Traffic Management Center to ensure continuous operation.
9. Be responsible for the circulation of the 10 Dynamic Speed Limit signs used for motorist edification and traffic calming.

PROGRAM GOALS:

1. Replace old incandescent amber signal head lights with new LED signal head lights at 10 intersections by August 2012.
2. Program Quicknet to send email notifications to staff when power is out and Battery Back Up systems are activated at intersections by November 2012.
3. Install new Battery Back Up monitor light on top of all signal controller cabinets to inform staff when power is out by December 2012.
4. Replace aged signal wire at two intersections by May 2013.
5. Replace 10 old Electrotec Battery Back Up systems with new Dimensions Battery Back Up systems by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – FIXED ROUTE TRANSIT SERVICE:

The Fixed Route Transit Service, known as the “Corona Cruiser,” consists of fixed route bus service along two routes. The Blue Line serves the easterly to central portion of the City and the Red Line serves the southeastern to the mid-western portion of the City. Both routes run during weekdays and Saturdays to provide reliable bus service within the City to all area residents with transfer connections to the North Main Corona Metrolink station and Riverside Transit Agency bus routes.

PROGRAM ONGOING OBJECTIVES:

1. Provide safe, reliable, and responsive fixed route bus service.
2. Maintain and operate an adequately sized fleet of buses.
3. Monitor and evaluate the fixed route service for productivity in terms of ridership, cost per passenger, cost per mile, and cost per hour.
4. Monitor and evaluate service for schedule adherence and route alignment to ensure it is meeting the needs of the public.
5. Meet with the contractor on a monthly basis to help achieve the goals and objectives for the program.
6. Represent the City concerning public transit issues and assist in transit studies conducted by federal, state, and local agencies.
7. Apply for federal, state, and local funds; conduct all reporting and grant management activities necessary for funds obtained and participate in audits.
8. Investigate and make findings that will mitigate complaints, improve service, and ensure that pedestrian and transit infrastructure needs are identified.
9. Compile and report the City’s transit services related data to the Riverside County Transportation Commission on a monthly basis.
10. Attend Corona/Norco Transportation Now, or T-NOW, meetings and implement recommendations.
11. Look at all possible grant opportunities to augment operations and capital funding.

PROGRAM GOALS:

1. Complete Phase II of the bus stop shelter project that consists of site improvements by November 2012.
2. Purchase replacement Cruiser buses by May 2013.
3. Design, manage, and construct a bus turn-out and sidewalk project on Magnolia Avenue by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – CAPITAL IMPROVEMENTS:

The Capital Improvements Program provides proven engineering practices and services in the preparation of plans and specifications, technical direction and overview in designing, bidding, construction, and management of capital improvement projects. This program develops and implements the major capital improvements for the City's Public Works Department and the Department of Water and Power within the public right-of-way. Funding for water and water reclamation associated capital improvement projects is provided by the Department of Water and Power. The program also manages regionally funded transportation projects, including projects funded through the Transportation Uniform Mitigation Fee, or TUMF, program.

PROGRAM ONGOING OBJECTIVES:

1. Formulate, plan, and administer the design and construction of capital improvement projects for streets, water, sewer, reclaimed water, storm drain systems, pavement rehabilitation, railroad grade separations, traffic systems, and Riverside County Flood Control Zone 2 projects.
2. Program regional and local projects within the City's jurisdictional boundaries and seek regional and local funds to deliver the department's Capital Improvement Program.
3. Coordinate program activities in conjunction with other City departments, outside agencies, public and private utility companies, and the general public.
4. Prepare the annual Capital Improvement budget and Five-Year Capital Improvement Program for the Public Works Department, and assist in the budget preparation for the Department of Water and Power Capital Improvement Programs.

PROGRAM GOALS:

1. Complete the design and start construction of the Butterfield Park Reclaimed Waterline Project by September 2012.
2. Complete the construction of the Main Street Storm Drain by October 2012.
3. Complete the construction of the traffic signals at the intersection of California Avenue at Rimpau Avenue and Garretson Avenue at East Grand Boulevard by November 2012.
4. Award the contract and start construction of the Auto Center Drive Grade Separation Project by November 2012.
5. Complete the construction of the Smith Avenue Waterline Replacement and Pavement Rehabilitation Project by February 2013.
6. Complete the construction of the Green River Road Widening Project by May 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – SPECIAL PROJECTS:

The Special Projects Section coordinates and administers programs involving inter-governmental agencies, utility companies, telecommunication companies, and various assessment districts that provide funding for construction of City infrastructure and maintenance of City landscaping and lighting facilities. The section administers the City's six landscaping and two lighting maintenance districts and performs the engineering of construction districts for funding eligible public facilities. The section also monitors and reports the application and collection of the Transportation Uniform Mitigation Fees, or TUMF, to the Western Riverside Council of Governments, or WRCOG.

PROGRAM ONGOING OBJECTIVES:

1. Initiate and coordinate formation of new maintenance districts or annexation of new areas to the City's maintenance districts.
2. Administer and coordinate the annual Council authorization of assessments for the City's six landscaping and two lighting maintenance districts.
3. Administer and coordinate the engineering and acquisition of public infrastructure funded through Assessment Districts or Community Facilities Districts.
4. Manage and collaborate activities related to the City's maintenance districts, with other departments through the Special Districts Taskforce to resolve issues that may impact Districts' reserves.
5. Update the City's Drainage Master Plan.
6. Monitor and report the collection of TUMF and coordinate WRCOG's annual audit of the City's program implementation.

PROGRAM GOALS:

1. Complete construction of Masters Drive Turf Replacement project by December 2012.
2. Coordinate the implementation of phased Capital Improvement Program, or CIP, for reestablishing Zone 10 and Zone 20 of Landscape Maintenance District, or LMD, 84-2 following each zone's successful rate increase election by June 2013.
3. Assess the fiscal outlook of all other zones within LMD 84-2, and recommend necessary plans of action to address zones that may require Proposition 218 elections by June 2013.
4. Evaluate the feasibility and cost for converting other City maintained turf areas into California native, drought tolerant landscaping and prioritizing a CIP list by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – CUSTOMER SERVICE COUNTER:

The Customer Service Counter is responsible for providing exceptional customer service to the general public, development community, other agencies, and the City's internal departments. The program provides an effective and efficient permit application process, and responds to engineering related questions through interpretation of the Corona Municipal Code, the Subdivision Map Act, and Public Works Standard Plans and Specifications.

PROGRAM ONGOING OBJECTIVES:

1. Process plan check and construction permit fees related to Public Works and the Department of Water and Power.
2. Assist the Land Development section by processing improvement plans including water and water reclamation facilities, grading plans, maps, and related documents using a database tracking system.
3. Process the Public Works Department's review of building permits through coordination with the Public Works Inspection section and the Building Department.
4. Plan check and process underground utility excavation permits.
5. Provide flood zone designation information to the public.
6. Maintain the Engineering Division's document control of improvement plans, grading plans, recorded maps, utility plans, erosion control plans, and easements.
7. Maintain Inspection Database, update permit information.
8. Scan approximately 10,000 sheets of newly approved engineering drawings and recorded maps for efficient retrieval through the Questys document management system.
9. Evaluate permit-processing procedures for efficiency and effectiveness and implement changes as necessary.
10. Assist Public Works staff in the issuance of Certificates of Use and Occupancy.

PROGRAM GOALS:

1. Scan all deeds by January 2013.
2. Complete the record retention review and destruction by May 2013.
3. Scan all center ties and place on the City's website by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – LAND DEVELOPMENT:

The Land Development Program processes subdivision and development applications by assisting and guiding applicants through the process from submittal through the entitlement phase and then through the plan check phase using a partnering approach and clear communication. The Land Development Section ensures a safe and orderly development in compliance with state and local laws, and accepted engineering practices.

PROGRAM ONGOING OBJECTIVES:

1. Represent the Public Works Department at Development Plan Review, or DPR, meetings and provide verbal and written communication to developers to ensure compliance with the City's master plan requirements and City standards.
2. Represent the Public Works Department at Project and Environmental Review Committee, or PRC, meetings to provide developers with verbal and written direction in preparation for Planning Commission and City Council approval, and draft Conditions of Approval under which the project shall develop.
3. Assist in meetings with the Planning Commission and City Council to provide technical assistance and support for land development projects.
4. Process and plan check grading, erosion control plans, improvement plans, subdivision maps, easements and right-of-way documents, including the review of associated technical documents and studies, in accordance with the Land Development Plan Check Policy, 4-3-2 week turnaround time for the first, second check and plan approval respectively.
5. Calculate and ensure the collection of City development impact fees, and the Transportation Uniform Mitigation Fees, or TUMF, which is administered by the Western Riverside Council of Governments, or WRCOG.
6. Process and review public street dedications, vacations, lot line adjustments, lien agreements for missing public improvements, security and agreements for grading and public improvements as well as the acceptance of improvements constructed by developers.
7. Administer and ensure compliance with the City's Drainage Master Plan.

PROGRAM GOALS:

1. Complete 25 Land Development Section Standard Operating Procedures by June 2013.
2. Complete the Plan Check issuance of building permits for the Villages of Verona development by June 2013.
3. Work with the developer to process the Arantine Hills Specific Plan through the entitlement process by June 2013.
4. Process Thomas Ranch development through Entitlement and Plan Check to Building Permit issuance by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – DRAINAGE QUALITY ENGINEERING:

The Drainage Quality Engineering Program implements the City's Urban Runoff Management Program. Program implementation includes planning, coordination, monitoring, reporting, investigation, and enforcement to ensure community compliance with the National Pollutant Discharge Elimination System, or NPDES, permit requirements as they relate to storm water and non-storm water discharges to the City's storm drainage system.

PROGRAM ONGOING OBJECTIVES:

1. Administer the City's responsibilities as a co-permittee of the NPDES Municipal Permit and participate in the Santa Ana Watershed Technical Committee and California Storm Water Quality Association meetings.
2. Prepare the City's NPDES Municipal Storm Water Annual Report.
3. Incorporate watershed protection principles in the land use planning process through participation in basin plan amendments, Total Maximum Daily Load, or TMDL, development, regional storm water treatment control programs, and Water Quality Management Plans, or WQMP's.
4. Conduct inspections and track maintenance responsibilities and locations of construction and post-construction structural Best Management Practices, or BMP, for new developments and significant redevelopments.
5. Ensure permit compliance on all City owned facilities/properties through annual facility inspections, field reconnaissance of illegal discharge or illicit connections, and training of appropriate storm water staff.
6. Ensure compliance with the City's storm water ordinance through response and investigation of public complaints regarding illegal dumping/illicit connections to the City storm drainage system.
7. Conduct annual inspections of certain industrial and commercial sites, distribute educational materials and maintain a database for all inspections.
8. Provide public outreach information in support of watershed awareness at various City sponsored events.

PROGRAM GOALS:

1. Participate in the regional Watershed Action Plan Subcommittee with completion of the plan mandated by January 2013.
2. Develop the City's Local Implementation Plan, based on the July 2012 template to be approved by the Regional Water Quality Control Board, by June 2013.
3. Implement the enhanced Illicit Discharge Detection and Elimination, or IDDE, Program and the Comprehensive Bacteria Reduction Plan tasks by June 2013.
4. Implement revised WQMP through incorporation of Low Impact Development and hydro-modification criteria into new development project review by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – INSPECTION:

The Public Works Inspection Program provides a broad spectrum of services related to Public Works activities. These services include the inspection of all above ground (street improvements, curbs, gutters, sidewalks, traffic control, streetlights, traffic signals, pavement striping, etc.) and underground (water reclamation, water, and storm drain) improvements for private development and City owned projects. The purpose of inspection is to ensure compliance with plans, specifications, and City standards and adherence to federal, state, and local laws, regulations, and ordinances. Furthermore, this section is responsible for the operation, management, and administration of the Underground Service Alert Program in compliance with state law and for the protection of City owned underground facilities.

PROGRAM ONGOING OBJECTIVES:

1. Administer and perform inspection of land development projects, miscellaneous permit projects, capital improvement projects for items related to Public Works and Department of Water and Power, and inspect the construction activities of the various utility companies and minor work by private contractors.
2. Interface and coordinate land development construction projects with other City departments, utility companies, municipalities, districts, developers, and contractors. In addition, control the release of occupancy permits, final inspection, release of inspection deposits, and initiate the final acceptance for land development projects.
3. Respond to citizen inquiries about projects and other related items.
4. Administer the coordination and processing of work orders for Edison service points for traffic signals, streetlights, landscape maintenance districts, and other electrical services.
5. Respond to Underground Service Alerts.
6. Monitor and administer performance bonds on file with the City to guarantee the installation of public improvements and initiate release when completed.
7. Inspect construction projects for compliance with the National Pollutant Discharge Elimination System Program.
8. Train new and existing staff on traffic control, utility location marking and safety.

PROGRAM GOALS:

1. Provide inspection service for the Pavement Rehabilitation Project and Main Street Storm Drain, including curb and gutter by November 2012.
2. Provide inspection service for the Green River Widening Project by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – OPERATIONS SERVICES:

The Public Works Operations Services Program provides administrative and managerial services for the Public Works Services Division of the Public Works Department.

PROGRAM ONGOING OBJECTIVES:

1. Provide overall management and direction for the Public Works Operations Services Division.
2. Perform all clerical support for the Operations Services Division staff.
3. Receive, log, and manage miscellaneous Public Works requests.
4. Provide record keeping for, and ensure proper disposal of, hazardous waste generated or dumped on public right-of-ways.
5. Provide complete dispatching capabilities for all field programs.
6. Prepare all billing requests which assist in the recovery of costs incurred by the Operations Services Division while assisting the Police and Fire Department on accidents and other related incidents.
7. Update and maintain the Public Works Emergency Operations Centers.
8. Manage all contracts that aid in the maintenance services of the Public Works Operations Services Division.
9. Administer the City's Shopping Cart Removal Program.

PROGRAM GOALS:

1. Improve efficiency of retrieving files and maintaining key records through the purging of files and updating of file logs by August 2012.
2. Complete and implement Crossbow alternative data entry process for in-the-field personnel in order to have an alternative entry process to accommodate Street Lighting Repair, Night Survey, and routine Catch Basin cleaning by December 2012.
3. Implement Phase II of the Crossbow reporting system which will allow for standardized reports to generate automatically in accordance with preset parameters, including Operations quarterly reports, Community Development Block Grant quarterly reports, and Graffiti Payroll tracking reports by January 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – BUILDING MAINTENANCE:

The Building Maintenance Program is responsible for the maintenance and repair of City owned buildings and related public facilities through the use of City personnel and contractual services. A preventative maintenance program is designed to enhance the longevity and efficiency of building related equipment and infrastructure by means of preventative maintenance measures to minimize the need for major repairs.

PROGRAM ONGOING OBJECTIVES:

1. Maintain and monitor all contracted building maintenance services provided at City Hall, Historic Civic Center, Police Department, Animal Control, Corporation Yard, Library, and Temescal Safety Facility.
2. Perform technical and routine repairs to electrical, plumbing, HVAC, and other building systems.
3. Respond to, and complete, maintenance work requests in a timely, expedient and professional manner.
4. Maintain and manage vital maintenance and equipment records with the use of an electronic maintenance management system.
5. Evaluate opportunities to save energy and make recommendations for implementation.
6. Identify and enhance preventative and predictive maintenance opportunities to effectively manage resources.
7. Identify new technologies and discover opportunities to implement them into on-going maintenance processes.

PROGRAM GOALS:

1. Perform an Energy Audit of 730 Corporation Yard Way – Police Department Main Station. Formulate energy baseline and track performance. Identify and implement energy efficiency modifications by December 2012.
2. Completion of the installation of energy efficient induction retro-fit lighting in the parking areas of City Hall, Corporation Yard, and City Library by March 2013.
3. Continuation of restoration and modernization projects at the Historic Civic Center to achieve leasable office space, areas which are currently un-leasable due to building deficiencies and safety. Project tasks to include exterior windows rehabilitation, HVAC upgrades, wall and ceiling restoration access and intercom system by May 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – CONCRETE MAINTENANCE:

The Concrete Maintenance Program is responsible for the maintenance of concrete sidewalks, curbs and gutters, and other concrete structures within the public right-of-way system, to ensure the safety of pedestrians and proper drainage of City streets and right-of-ways.

PROGRAM ONGOING OBJECTIVES:

1. Maintain all sidewalks, curbs, and gutters along City streets by removing and replacing damaged concrete and grinding tripping hazards from sidewalks.
2. Respond to concrete work requests from residents and other departments within the City.
3. Maintain an updated list of all locations needing repairs or replacement.
4. Conduct a bi-annual maintenance survey of the City's sidewalks, curbs, and gutters in conjunction with the hardscape survey and inventory.
5. Assist Risk Management with liability issues.
6. Coordinate with Traffic Engineering and the Capital Improvement Program, or CIP, to identify maintenance needs for the "Safe Routes to School" walkways on an on-going basis.

PROGRAM GOALS:

1. Perform a Citywide hardscape survey to identify deficient sidewalks, curbs, and gutters. Use data to create work orders in the City's Crossbow Work Order System by March 2013.
2. Perform an assessment of the sidewalk within the Historic District and coordinate with CIP to enhance these areas by April 2013.
3. Enhance pedestrian right-of-ways as outlined in the concrete hardscape survey by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – STREET MAINTENANCE:

The Street Maintenance Program consists of the maintenance of City streets and right-of-ways to ensure the safe passage of vehicular traffic, and assist with hazardous materials responses and special events.

PROGRAM ONGOING OBJECTIVES:

1. Maintain City streets and alleys and provide a preventative maintenance program to ensure they are kept at an optimum level.
2. Schedule and complete all necessary street patching.
3. Maintain all unimproved road shoulders and re-grade unimproved City roadways for safe travel.
4. Assist with the cleanup and disposal of hazardous material spills.
5. Repair potholes within 48 hours of receiving notification.
6. Utilize the paving trailer to assist the Capital Improvement Program, or CIP, in maximizing street projects.
7. Maintain mitigation sites that are under the responsibility of the City as per requirements of permits issued by various government agencies.
8. Provide emergency response for after hour call-outs.
9. Provide assistance for special events such as holiday parades.

PROGRAM GOALS:

1. Perform natural vegetation hydroseeding operations on the inner slope of our mitigation site to increase the natural vegetation percentages by March 2013.
2. Install road grindings in identified weed abatement areas to enhance aesthetics throughout the City by May 2013.
3. Coordinate with Capital Improvement Program the application of slurry seal to extend pavement life at key locations best suited for this application by May 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – DRAINAGE MAINTENANCE:

The Drainage Maintenance Program performs maintenance on storm drainage facilities, including catch basins, to ensure maximum storm water diversion from City right-of-ways while simultaneously maintaining the National Pollutant Discharge Elimination System, or NPDES, standards. The program also handles the maintenance of wetland mitigation sites.

PROGRAM ONGOING OBJECTIVES:

1. Check and maintain catch basins, inlets, detention basins, de-silting basins, and other drainage infrastructure citywide.
2. Grade and maintain drainage easements.
3. Inspect and clean underground storm drain laterals annually.
4. Clean de-silting and detention basins and discharge points twice a year.
5. Perform preventative maintenance on all City owned detention basins.

PROGRAM GOALS:

1. Perform an assessment of drainage structures and identify areas that experience runoff during rain events. Have Best Management Practices, or BMP's, in place by November 2012.
2. Perform preventative maintenance on all City owned detention basins by April 2013.
3. Update the citywide litter characterization study to identify litter sources in order to assist the NPDES program with public education efforts by April 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – STREET LIGHTING:

The Street Lighting Program provides for the maintenance and repair of the City's residential and arterial street lighting system.

PROGRAM ONGOING OBJECTIVES:

1. Monitor and maintain streetlights citywide.
2. Respond to, and repair damaged light poles.
3. Conduct a monthly nighttime inspection of the street lighting system to ensure all streetlights, safety lights, and lighted street name signs are in operation.
4. Research lighting components for energy efficiency and savings, and make recommendations for any improvements.
5. Examine all service points according to the annual maintenance schedule.
6. Repair all streetlights, safety lighting, and lighted street name signs citywide.

PROGRAM GOALS:

1. Perform an assessment of damaged service point cabinets according to severity, and replace eight cabinets by February 2013.
2. Perform an assessment of all City owned streetlights for wattage and location, and make necessary modifications in the City's Geographical Information System by April 2013.
3. Research grant funding opportunity to replace 10% of the City's existing High Pressure Sodium lighting with high efficiency induction lighting by June 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – SIGN AND PAVEMENT MARKING:

The Sign and Pavement Marking Program is responsible for maintaining all of the regulatory, warning and guide signs, and pavement markings within the City in order to provide the public with a safe and informative transportation system.

PROGRAM ONGOING OBJECTIVES:

1. Complete work orders within two weeks of issuance.
2. Monitor the condition of existing signs and markings, and repair or replace them in conformance with state and City standards.
3. Fabricate and install regulatory, directional, and special signs as necessary to maintain the public right-of-way.
4. Complete night surveys to measure the reflectivity of all City signs and prepare a maintenance schedule for applicable replacement.
5. Work with Traffic Engineering on portable speed limit message sign installations and relocations.
6. Assist with temporary striping for construction projects.
7. Apply raising pavement markings as needed or requested by Traffic Engineering.

PROGRAM GOALS:

1. Perform an assessment and inventory of median signs and implement a plan to replace or upgrade missing or damaged signs by March 2013.
2. Evaluate street name signs within the northeast quadrant of the City and replace faded or damaged signs by April 2013.
3. Work with Traffic Engineering to assess and inventory painted curbs throughout the City by May 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – REFUSE DISPOSAL:

The Refuse Disposal Program provides for the administration of services provided by Waste Management of the Inland Empire, the City's contract waste and recycling franchisee.

PROGRAM ONGOING OBJECTIVES:

1. Provide for the orderly collection and disposal of solid waste.
2. Provide for the orderly collection and processing of recyclables.
3. Respond to resident and business concerns associated with the collection and disposal of solid waste.
4. Divert fifty percent or more of the City's waste from the landfill per California Integrated Waste Management Board, or CIWMB, requirements and continually strive to improve the diversion rate.
5. Review the annual cost proposal submitted by the refuse contractor and recommend appropriate adjustments.
6. Work with contractor to promote the highest level of customer service and orderly collection of solid waste activities.
7. Maintain a close partnership with local businesses to aid in the collection of refuse diversion data and to promote recycling within the community.
8. Organize and host semi-annual Household Hazardous Waste events in the City for residents to dispose of hazardous materials.
9. Administer the City's Household Battery Recycling Program.

PROGRAM GOALS:

1. In partnership with Waste Management of the Inland Empire, continue evaluating ongoing customer outreach for commercial accounts to ensure compliance with AB 341. Evaluate first quarter fiscal year compliance by November 2012.
2. Update, produce, and distribute to all City residents a revised "Recycle Guide for Residents" to coincide with April's Earth Day by April 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – STREET SWEEPING:

The Street Sweeping Program is responsible for overseeing the cleaning of City streets and alleys through the use of a contract street sweeping firm. This service provides for the continuous cleaning of residential and arterial streets. An ongoing and effective street sweeping program is required to comply with the South Coast Air Quality Management District, or SCAQMD, and National Pollutant Discharge Elimination System, or NPDES, requirements.

PROGRAM ONGOING OBJECTIVES:

1. Sweep residential streets every two weeks.
2. Sweep the commercial district streets weekly.
3. Sweep paved alleyways.
4. Sweep medians and intersections.
5. Monitor the contract sweeper routes on a weekly basis.
6. Coordinate the activities for special sweeping requests to ensure compliance with the NPDES requirements.
7. Evaluate the feasibility of alternative funding sources for the program.

PROGRAM GOALS:

1. Identify neighborhoods throughout the City that have low-hanging branches that prevent effective sweeps by October 2012.
2. Evaluate the route coordination of Street Sweeping and Refuse removal to ensure optimal service levels by November 2012.
3. Work with the Parks and Community Services Department to prioritize low-hanging branch list and begin implementation by March 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – GRAFFITI REMOVAL:

The Graffiti Removal Program is responsible for the removal of graffiti and illegal signage from all public and private property when permission is granted. The program is designed to include education and publicity components for the accomplishment of program objectives.

PROGRAM ONGOING OBJECTIVES:

1. Educate the public about the impact that graffiti and tagging have on the community by issuing anti-graffiti brochures and information on how to report graffiti.
2. Remove graffiti within 24-48 hours of being reported.
3. Coordinate with the Police Department regarding gang related graffiti sites.
4. Participate in at least three community activities each fiscal year for the promotion of the Graffiti Removal Program.
5. Submit Community Development Block Grant, or CDBG, application.

PROGRAM GOALS:

1. Work with the City's Information Technology Department to design the City's current Graffiti reporting webpage to enhance user friendly measures and encourage customer participation in reporting Graffiti through this resource by December 2012.
2. Upgrade mobile field devices to laptops to enhance the efficiency in capturing critical data useful for this program. This would include in-vehicle security mounts by February 2013.
3. Research the feasibility of a City smart phone application that would be integrated into the current Crossbow work order system by May 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – FLEET SERVICES:

The Fleet Services Program administers and maintains the operation and maintenance of all City vehicles, heavy construction equipment, and machinery, except Corona Fire Department's heavy apparatus. This section is responsible for the scheduled preventative maintenance and repair of the City-owned fleet, including the administration of specialized repairs contracted with local vendors. This section also administers the vehicle and equipment replacement and fueling programs.

PROGRAM ONGOING OBJECTIVES:

1. Provide prompt, courteous, and professional customer service to all customers.
2. Provide service for City vehicles and equipment, perform preventative maintenance services during the fiscal year, and respond to minor repairs immediately.
3. Monitor time levels required on each type of maintenance service in accordance with the industry standard in order to measure fleet operation efficiency.
4. Manage City fueling facilities to ensure uninterrupted fuel availability at minimum possible cost.
5. Ensure that every City vehicle has the proper emergency equipment on-board, including certified fire extinguishers and first aid kits where appropriate.
6. Prepare vehicle and equipment specifications for the purchase of vehicles and equipment for City departments.
7. Train and certify Fleet Services staff in new technology related to fleet operation and maintenance.
8. Provide instruction and safety training for Compressed Natural Gas, or CNG, fueling procedures to all City employees that operate CNG powered vehicles.
9. Provide the community with a reliable source fuel for CNG vehicles.
10. Assure interagency compliance with California Air Resources Board, or CARB, South Coast Air Quality Management District, or SCAQMD, California Highway Patrol, or CHP, Department of Transportation, or DOT, Bureau of Automotive Repair, or BAR, the California Occupational Safety and Health Administration, or Cal/OSHA, and Riverside County Hazardous Materials, or HAZMAT, regulations and mandates.

PROGRAM GOALS:

1. Analyze and implement best management practices as identified in Fleet Review and Report by October 2012.
2. Work with the Information Technology Department on a stores interface for Fleet Non-Inventory product for search and product management functions by November 2012.
3. Develop Plans and Specification for a CNG Public Access Expansion Project by January 2013.
4. Establish a comprehensive Fleet Regulatory Compliance Program including a Calendar and Schedule by April 2013.

PUBLIC WORKS DEPARTMENT

PROGRAM DESCRIPTION – WAREHOUSE SERVICES:

The Warehouse Program provides for centralized warehouse, storage, receiving, and distribution operation for inventory items, citywide mail and packages, overnight courier delivery packages, surplus materials, supplies and equipment requiring temporary storage, and file archives.

PROGRAM ONGOING OBJECTIVES:

1. Provide safe, secure, and monitored storage and transfer facilities for the City's inventoried and as-needed materials, supplies, and equipment, optimizing space and supply levels and providing sufficient after-hours access to complement the City's uninterrupted construction, maintenance, and operational activities.
2. Maximize the use of available warehouse and file archives space.
3. Distribute inventory, mail, and received goods in a safe, timely, and organized manner and perform related administrative functions to ensure accountability, accurate reporting, and keeping of records.
4. Maintain procedures that minimize the need for departments to devote staff time to mail and pick-up/delivery functions that are best performed by warehouse staff, thereby reducing City staff travel and transportation of goods and the risks and time associated with such activities.
5. Inspect and monitor received goods to ensure that the quantity and quality of received goods are accurate and acceptable.
6. Maintain current and accurate inventory levels to support the City's projects and minimize excessive inventory value.

PROGRAM GOALS:

1. Work with the Information Technology Department on a City Stores interface for the Department of Water and Power Non-Inventory product for search and Product Management functions by November 2012.
2. Implement and begin utilization of the Replenishment Management report to better manage inventory levels by December 2012.
3. Work with the Information Technology Department for City Stores and "back-end" systems upgrades/enhancements to improve order and inventory accuracy through June 2013.
4. Continue to organize/audit inventory product to maximize space, order fulfillment, and minimize errors through June 2013.

