

CITY of NAPA

Fourth Quarter Report
FY 2011-2012



CITY of NAPA

CITY MANAGER
955 School Street
Mailing Address:
P.O. Box 660
Napa, California 94559-0660
(707)- 257-9501
FAX (707) 257-9534

August 21, 2012

Honorable Mayor and Council Members:

Presented for your review and approval is the City of Napa's 4th quarter report without financials for FY2011-12. The intent of this report is to provide Council with current information regarding the status for key work program items, capital improvement projects and Customer Service software system reports. The Fourth Quarter report containing information on the City's year-end financial status and Investment Portfolio will be presented at the October 2, 2012 Council meeting.

The document contains reports describing ongoing priority projects being addressed by the various City departments. Each project includes a description of the underlying goal for the project, describes the process and timeline being followed to complete the effort, and assigns responsibility for each activity. These reports are intended to keep the Council informed of the status of projects that have been assigned with priority status. It also serves as a communication vehicle to ensure that the City Council and staff are working on the right priorities and the direction of each project is consistent with the goals of the City Council.

The second section of the report contains a summary status of select Capital Improvement Projects for review and consideration. These reports provide an overview and map of the projects, as well as updates on the status, schedule, and costs to-date.

The last section of the report provides information collected from our Customer Service software system. This information allows the Council to track the nature and number of service requests received from the public and to monitor the administration's responsiveness to those requests.

In order to better serve your needs, please let me know if you have comments or suggestions regarding the content or organization of this report.

Sincerely,

Mike Parness
City Manager



CITY of NAPA

FY 2011-2012

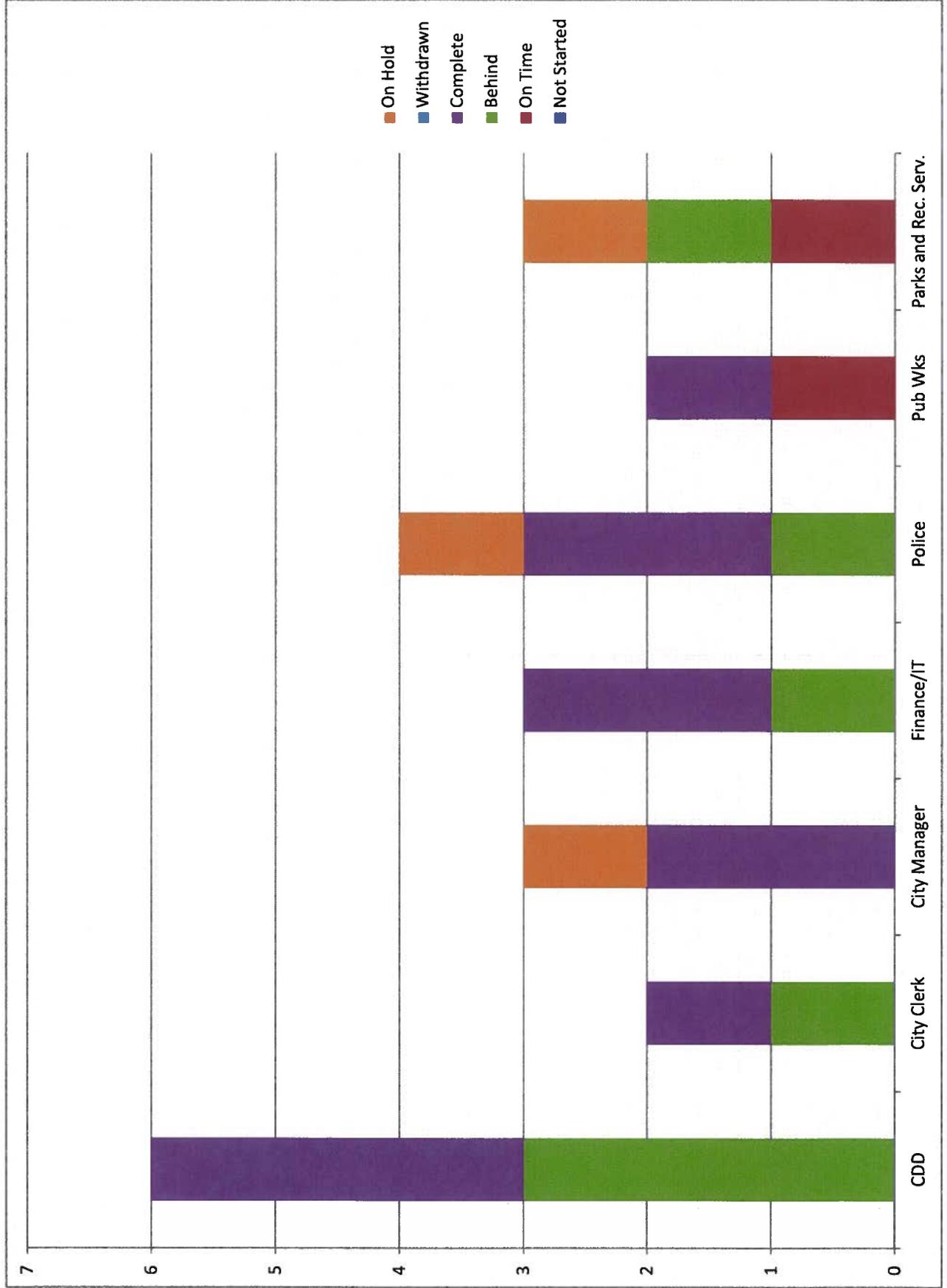
Project Tracking

4th Quarter

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Project Status by Department





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Project Tracking Summary

by Department

CDD, Planning

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
CDD-00541	Downtown Specific Plan	3 of 3	Complete	4/30/2012	Julianne Ward
CDD-00543	Public Art Master Plan and Guidelines	1 of 2	Behind	6/30/2012	Mike Allen
CDD-00556	Heritage Napa	3 of 4	Behind	6/30/2012	Kevin Eberle

Total Projects for CDD, Planning: 3

City Clerk

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
CLK-00482	Records Management Phase 2	2 of 2	Behind	6/30/2012	D Roberts
CLK-00553	Enhanced Intranet (iCON) System	1 of 1	Complete	6/30/2012	R Ryan/D Roadman

Total Projects for City Clerk: 2

City Manager

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
CM-00557	City-County Government Center Feasibility Analysis	2 of 2	Complete	6/30/2012	Weiss/LaRochelle
CM-00558	Community Climate Survey	1 of 1	Complete	3/9/2012	Barry Martin
CM-00559	City Council Comes to You	2 of 2	On Hold	2/15/2012	Barry Martin

Total Projects for City Manager: 3

Economic Development

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
ED-00525	Napa 9/11 Memorial Garden	2 of 3	Behind	6/30/2012	Micah Hinkle



CITY of NAPA

Project Tracking Summary

by Department

Economic Development

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
ED-00527	Sustainability Plan and EECBG Grant Implementation	2 of 2	Complete	6/30/2012	LaLiberte

Total Projects for Economic Development: 2

Finance, Accounting

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
FIN-00549	Budget Balancing and Restructuring Process	1 of 1	Complete	6/30/2012	Joe Gray

Total Projects for Finance, Accounting: 1

Finance, Collections

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
FIN-00550	Cost Allocation Plan/User Fee Study	2 of 2	Behind	6/30/2012	Deanna Andrews

Total Projects for Finance, Collections: 1

Housing

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
HSG-00526	Inclusionary Zoning Ordinance Update	3 of 3	Complete	6/30/2012	JMW/CDD/Consultant

Total Projects for Housing: 1

Information Technology

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
IT-00554	IFAS - Implementation of Final System Modules	3 of 3	Complete	6/30/2012	J. Brott



CITY of NAPA

Project Tracking Summary

by Department

Information Technology

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
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Total Projects for Information Technology: 1

Police

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
PD-00528	AMR Ambulance Contract for Dispatch Services	1 of 1	Complete	6/30/2012	Shirley Perkins
PD-00529	Social Media Program Implementation	1 of 1	Complete	6/30/2012	Debbie Peacock
PD-00530	Analyze & Implement Police Reserve Officer Program	1 of 1	On Hold	6/30/2012	Steve Potter
PD-00539	Geographic Neighborhood Policing	1 of 1	Behind	6/30/2012	Gary Pitkin

Total Projects for Police: 4

PW, Maintenance

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
PW-00540	Sidewalk Improvement Program	1 of 2	Complete	6/29/2012	Phil Brun

Total Projects for PW, Maintenance: 1

PW, Transportation Engineering

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
PW-00547	Saratoga Drive Extension Project	2 of 3	On Time	6/30/2012	Jason Holley

Total Projects for PW, Transportation Engineering: 1



CITY of NAPA

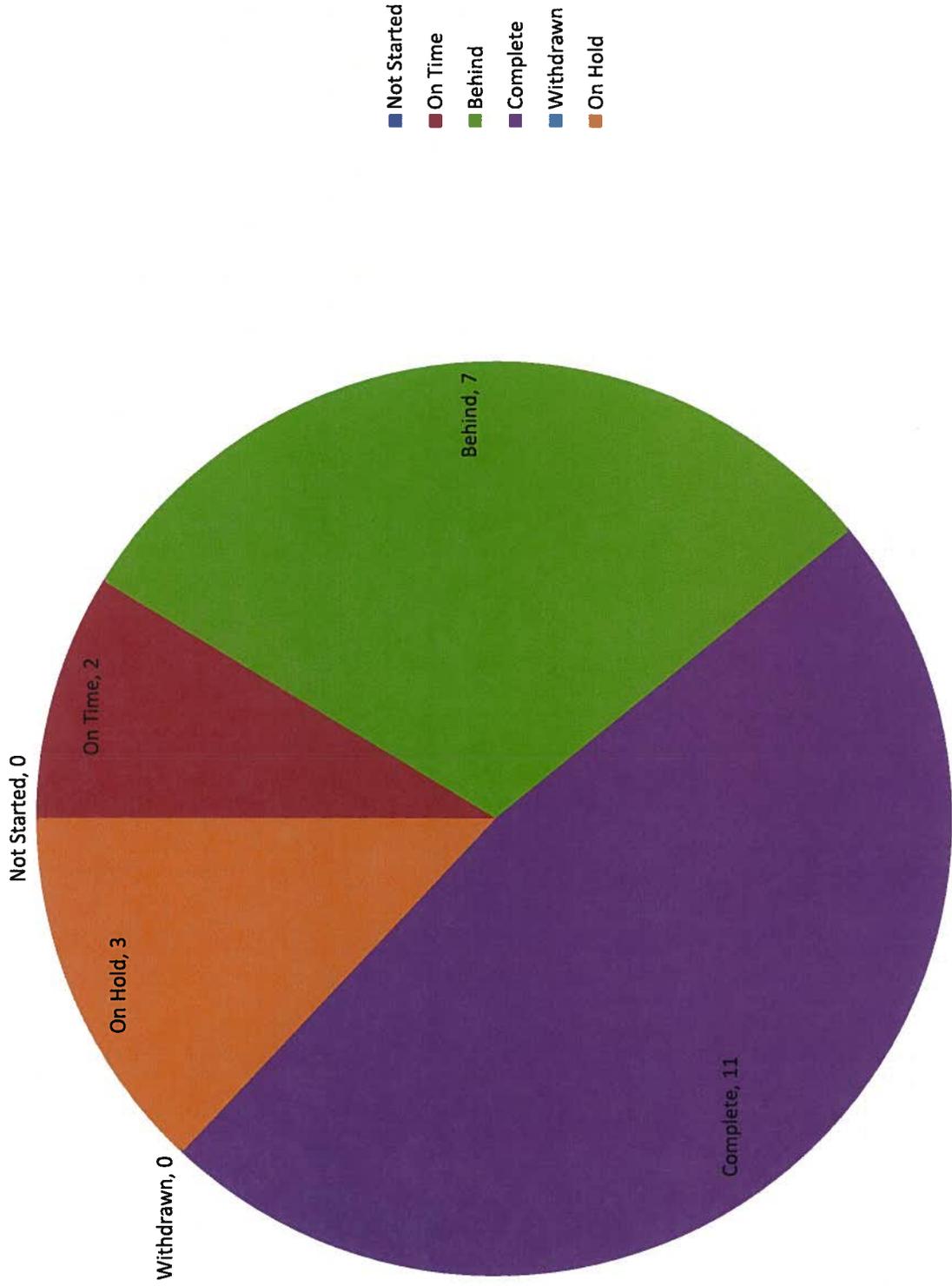
Project Tracking Summary

by Department

<u>Recreation</u>	<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Status</u>	<u>Due Date</u>	<u>Project Leader</u>
	REC-00531	Playground Equipment Replacement	1 of 1	On Time	6/30/2012	Dave Perazzo
	REC-00533	Parking Garage Renovations	1 of 1	Behind	6/30/2012	Dave Perazzo
	REC-00534	New Skate Park - Site Selection and Design	1 of 2	On Hold	6/30/2012	Larry Mazzuca

Total Projects for Recreation: 3

Project Summary by Status





Project Tracking Summary

by Project Status

Behind

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Due Date</u>	<u>Lead Department</u>	<u>Project Leader</u>
CDD-00543	Public Art Master Plan and Guidelines	1 of 2	6/30/2012	CDD, Planning	Mike Allen
CDD-00556	Heritage Napa	3 of 4	6/30/2012	CDD, Planning	Kevin Eberle
CLK-00482	Records Management Phase 2	2 of 2	6/30/2012	City Clerk	D Roberts
ED-00525	Napa 9/11 Memorial Garden	2 of 3	6/30/2012	Economic Development	Micah Hinkle
FIN-00550	Cost Allocation Plan/User Fee Study	2 of 2	6/30/2012	Finance, Collections	Deanna Andrews
PD-00539	Geographic Neighborhood Policing	1 of 1	6/30/2012	Police	Gary Pitkin
REC-00533	Parking Garage Renovations	1 of 1	6/30/2012	Recreation	Dave Perazzo

Total Projects with Behind Status: 7

Complete

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Due Date</u>	<u>Lead Department</u>	<u>Project Leader</u>
CDD-00541	Downtown Specific Plan	3 of 3	4/30/2012	CDD, Planning	Julianne Ward
CLK-00553	Enhanced Intranet (iCON) System	1 of 1	6/30/2012	City Clerk	R Ryan/D Roadman
CM-00557	City-County Government Center Feasibility Analysis	2 of 2	6/30/2012	City Manager	Weiss/LaRochelle
CM-00558	Community Climate Survey	1 of 1	3/9/2012	City Manager	Barry Martin
ED-00527	Sustainability Plan and EECBG Grant Implementation	2 of 2	6/30/2012	Economic Development	LaLiberte
FIN-00549	Budget Balancing and Restructuring Process	1 of 1	6/30/2012	Finance, Accounting	Joe Gray
HSG-00526	Inclusionary Zoning Ordinance Update	3 of 3	6/30/2012	Housing	JMW/CDD/Consultant
IT-00554	IFAS - Implementation of Final System Modules	3 of 3	6/30/2012	Information Technology	J. Brott
PD-00528	AMR Ambulance Contract for Dispatch Services	1 of 1	6/30/2012	Police	Shirley Perkins



Project Tracking Summary

by Project Status

Complete

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Due Date</u>	<u>Lead Department</u>	<u>Project Leader</u>
PD-00529	Social Media Program Implementation	1 of 1	6/30/2012	Police	Debbie Peacock
PW-00540	Sidewalk Improvement Program	1 of 2	6/29/2012	PW, Maintenance	Phil Brun

Total Projects with Complete Status: 11

On Hold

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Due Date</u>	<u>Lead Department</u>	<u>Project Leader</u>
CM-00559	City Council Comes to You	2 of 2	2/15/2012	City Manager	Barry Martin
PD-00530	Analyze & Implement Police Reserve Officer Program	1 of 1	6/30/2012	Police	Steve Potter
REC-00534	New Skate Park - Site Selection and Design	1 of 2	6/30/2012	Recreation	Larry Mazzuca

Total Projects with On Hold Status: 3

On Time

<u>Project #</u>	<u>Project Title</u>	<u>Phase</u>	<u>Due Date</u>	<u>Lead Department</u>	<u>Project Leader</u>
PW-00547	Saratoga Drive Extension Project	2 of 3	6/30/2012	PW, Transportation En	Jason Holley
REC-00531	Playground Equipment Replacement	1 of 1	6/30/2012	Recreation	Dave Perazzo

Total Projects with On Time Status: 2



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	CDD-00541	Project Status	Complete
Project Title	Downtown Specific Plan			Phase	3 of 3
Project Start Date		Project Due Date	4/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	CDD, Planning	Project Leader	Julianne Ward		
Project Budget	\$787,101				
Funding Sources	Redevelopment and General Fund				

City Manager's Report City Council's Report

Project Description

Preparation of a Downtown Specific Plan to guide future development focusing on land use, infrastructure, parking and design. The process included in Phase I preparation of an RFQ/RFP to select a consultant; designating a Steering Committee to guide the process; public outreach to engage the community in outlining a land use vision and development strategies; and analysis of infrastructure, parking and fiscal needs. Phase II included continued public outreach, completion of the downtown historic survey context statement and survey, streetscape design, design guidelines and development of the preliminary draft Specific Plan, as well as preparation of the administrative draft Environmental Impact Report (EIR). Phase III includes Steering Committee review of the preliminary draft Specific Plan, a joint Planning Commission/City Council meeting, additional public outreach, and circulation of the draft Specific Plan and draft EIR for adoption hearings scheduled in the spring of 2012.

Phase I (Completed in FY 08-09) - Consultant selection, designation of a steering committee, project scope development and refinement, public outreach, initial technical studies.

Phase II (Completed in FY 09-10/FY 10-11) - Historic analysis, public outreach, preliminary draft plan formation and administrative draft environmental review.

Phase III (Scheduled for completion in FY 11-12) - Release of a final draft Downtown Specific Plan and draft EIR, public outreach, public hearings and plan adoption.

Status Update

7/12/2012 - jward: The Downtown Specific Plan was adopted by the City Council on May 1, 2012. The project is now complete.

4/18/2012 - rtooker: The Revised Draft Downtown Specific Plan and Draft EIR were completed and circulated for public review and comment between January 27, 2012 and March 12, 2012. During the public comment period, the Planning Commission conducted a public hearing to receive oral testimony on the Plan and the Draft EIR. Thirteen comments were received at the close of the public comment period and a Final EIR was then prepared. The Planning Commission conducted another public hearing on the Revised Draft Downtown Specific Plan and Final EIR at their April 5, 2012 meeting and forwarded a recommendation to the City Council to certify the EIR and adopt the Plan with the associated General Plan

and Municipal Code revisions. The City Council adoption hearing will be held on May 1, 2012.

12/20/2011 - jward: The Downtown Specific Plan Steering Committee completed its review of the draft Downtown Specific Plan ("draft plan") at its 10th meeting on October 26, 2011 and the draft plan's public review period ended on November 11, 2011. Comments received on the draft plan were compiled into a matrix which was included in the packet for review by the Planning Commission and City Council at their joint meeting on November 15, 2011. The draft plan has also been presented to Leadership Napa Valley, the Napa County Board of Realtors and the Napa Chamber of Commerce LAC since the joint City Council/Planning Commission meeting. The next steps in the process are to complete the administrative draft EIR and prepare a final draft plan. Staff review of the administrative EIR is nearing completion, but is behind by about 45 days as a result of consultant work. The draft EIR was planned for release in mid-December, but will now be released in early February for the state-required 45-day comment period. Once comments are received on the draft EIR, a final EIR and final Downtown Specific Plan will be prepared for adoption in the spring of 2012.

10/7/2011 - rtooker: The preliminary draft Downtown Specific Plan was released for public review and comment on September 9, 2011 with comments due on November 11, 2011. During the comment period, the Steering Committee held three meetings (a fourth is scheduled on October 26th) to review the preliminary draft plan and recommend revisions. Following the Steering Committee's review, a joint Planning Commission/City Council workshop will be held to review the preliminary draft plan and consider the Steering Committee and public comments. Following this workshop, a final draft Specific Plan will be prepared and circulated along with the draft EIR in December 2011 for a 45-day comment period. Comments received during this period will be incorporated into a final Specific Plan and final EIR and the adoption hearings will be scheduled for the Planning Commission and City Council in the spring of 2012.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Release prelim. draft specific plan	CDD, Planning	Julianne Ward	10%	9/9/2011	Complete
First Steering Committee mtg	CDD, Planning	Julianne Ward	10%	9/19/2011	Complete
Second Steering Committee mtg	CDD, Planning	Julianne Ward	10%	9/28/2011	Complete
Third Steering Committee mtg	CDD, Planning	Julianne Ward	10%	10/6/2011	Complete
Final Steering Committee mtg	CDD, Planning	Julianne Ward	10%	10/26/2011	Complete
Joint PC/CC workshop	CDD, Planning	Julianne Ward	10%	11/15/2011	Complete
Release final draft plan and EIR	CDD, Planning	Julianne Ward	25%	12/16/2011	Complete
Review comments on draft plan and EIR	CDD, Planning	Julianne Ward	5%	2/3/2012	Complete
Circulate final plan and final EIR	CDD, Planning	Julianne Ward	0%	2/23/2012	Complete
Planning Commission hearing	CDD, Planning	Julianne Ward	5%	3/15/2012	Complete
City Council hearing	CDD, Planning	Julianne Ward	5%	4/17/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	CDD-00556	Project Status	Behind
Project Title	Heritage Napa			Phase	3 of 4
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	CDD, Planning	Project Leader	Kevin Eberle		
Project Budget	\$40,000				
Funding Sources	State grant, general fund				

City Manager's Report **City Council's Report**

Project Description

Heritage Napa is a multi-year project started in 2008 to update the City's Historic Resources Inventory and Historic Preservation Ordinance. For FY 2011/12, staff is continuing with Phase 3 of the project which includes completion of the Alta Heights Survey, adoption of an interim "crosswalk" between the City's resource rating system and the State rating system, updating the Historic Resources Inventory to include new survey data, and amending the Historic Preservation Ordinance.

Status Update

7/18/2012 - keberle: Planning Division staff prepared a draft update of the Historic Preservation Ordinance in late May and met with City Attorney staff in late June to review. Planning Division staff is working on revisions to the ordinance per City Attorney direction, and will have one or more follow-up meetings with City Attorney prior to presenting the draft to the Cultural Heritage Commission (CHC) in September or October. At their July 5, 2012 meeting, the CHC and staff discussed potential for more staff level review of certificates of appropriateness in order to streamline the processing of applications for property owners. Additional discussion of this matter is scheduled for the August 2 CHC meeting.

4/18/2012 - keberle: At their February 2, 2012 meeting, the Cultural Heritage Commission (CHC) removed 72 6Z-designated properties (no further review necessary) from the Historic Resources Inventory as recommended in the five new surveys. The CHC also held a workshop on historic district signage at their February 1, 2012 meeting, and gave staff direction on further investigation into potential historic district signage for the Napa Abajo-Fuller Park Historic District. An intensive workshop on revisions to the City's Historic Preservation Ordinance was also held by the CHC on April 5, 2012. Direction was provided to return to the CHC on June 5, 2012 with the initial draft of the ordinance. On April 3, 2012, the City Council adopted a list of 76 6L-designated properties of residences that are not individually resources but collectively form an important character to the underlying neighborhoods, some of which are potential landmark districts. These 76 properties would not be part of the Historic Resources Inventory, but they would receive staff-level design review due to their contribution to the historic fabric of their neighborhoods. In conjunction with the adoption of that list, the Council adopted an amendment to the Zoning Ordinance to require a staff-level design review permit for certain alterations to 6L-designated properties.

1/5/2012 - keberle: CHC reviewed and recommended Council approval of a Zoning Ordinance text amendment to require a staff-level design review permit for certain alterations to properties which have been given a "6L" rating in recent new historic surveys.

1/5/2012 - keberle: The CHC updated the City's Historic Resources Inventory with the creation of an Appendix A listing 76 properties with a State status code of 6L which are "ineligible for local listing, but may warrant consideration in local planning." These properties will require design review for modifications to ensure that there do not adversely impact the larger historic districts.

1/5/2012 - keberle: The CHC reviewed amendments the City's Historic Resources Inventory to remove 72 properties assigned a State status code of 6Z which although located in potential historic districts, as recommended in the recently completed surveys for Alta Heights and Spencer's Addition, are not individually historic resources. The CHC continued its review to its February 2012 meeting to consider two specific properties where property owners expressed an interest in retaining these homes on the inventory.

12/1/2012 - keberle: The CHC updated the City's Historic Resources Inventory by removing 335 properties assigned a State status code of 6Z (ineligible for listing), as recommended by the recently completed surveys for Downtown, Spencer's Addition, Alta Heights and West Napa.

12/1/2012 - keberle: The CHC adopted Historic Status Code Crosswalk to be used by the CHC, staff and the public as an interim "bridge" between the City's current historic resource rating system and the State status codes for resource rating. Once the Historic Preservation Ordinance is amended in mid-2012, the bridge will not longer be applicable because the State status codes will be melded into the City's codes.

10/11/2011 - keberle: City staff sent individual notification of the availability of the draft Alta Heights Survey to all 700 property owners in the area and held a public meeting on July 29, 2011. The document was subsequently reviewed by the Cultural Heritage Commission on August 4, 2011 and adopted by the City Council on August 16, 2011. The final document was sent to the State Office of Historic Preservation on September 15, 2011.

7/15/2011 - keberle: Draft document completed on 7/15/11

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Complete the Alta Heights Survey	CDD, Planning	Kevin Eberle	35 %	3/1/2012	Complete
Adopt an interim "crosswalk" policy	CDD, Planning	Kevin Eberle	5 %	4/2/2012	Complete
Remove 335 6Z properties from HRI	CDD, Planning	Kevin Eberle	5 %	5/1/2012	Complete
Adopt ordinance estab. 76 6L properties	CDD, Planning	Kevin Eberle	5 %	5/1/2012	Complete
Amend Historic Preservation Ordinance	CDD, Planning	Kevin Eberle	50 %	6/29/2012	Behind

Project Progress: 50% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	CDD-00543	Project Status	Behind
Project Title	Public Art Master Plan and Guidelines			Phase	1 of 2
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date	6/30/2012		
Lead Department	CDD, Planning	Project Leader	Mike Allen		
Project Budget	\$0				
Funding Sources	N/A				

City Manager's Report City Council's Report

Project Description

Preparation of a Public Art Master Plan and Guidelines to implement the 2010 Public Art Ordinance. While the ordinance provides a process requiring development on public or private property to either provide public art on the site or contribute to public art by payment of a fee, the Public Art Master Plan and Guidelines will provide a process for identifying sites to place public art, evaluating proposals for the art, working with the artists, acquiring pieces, and maintenance of the art, among other important issues.

Status Update

7/27/2012 - rtooker: An administrative draft of the public art master plan and program guidelines has been prepared. The Public Art Steering Committee, whose members were appointed by the City Council in June, will begin reviewing components of the draft plan in August as part of a future advisory recommendation and adoption by the Council in early 2013.

4/18/2012 - mallen: The announcement for applicants to the Public Art Steering Committee (PASC) was released in early-February and interviews will be conducted by the City Manager's office in April. City Council appointments of Committee members are scheduled in May 2012 and the PASC will review the Master Plan for adoption by the City Council in the summer.

12/23/2011 - mallen: Receiver sites for public art have been identified with anticipated refinements to the sites with the aid of the Public Art Steering Committee (PASC) once they are appointed. The PASC is expected to be up for review and selection by the City Council in late-February or early-March. The Administrative Draft Public Art Program Guidelines are nearly complete and preparation of the Draft Public Art Program Guidelines is expected to be completed by the end of January 2012.

10/12/2011 - mallen: The City Clerk has prepared modified "Commissions and Boards" applications in preparation of the committee selection process. Subsequently, a preliminary art evaluation, selection, and approval process has been drafted, as well as a Public Art Vision/Mission Statement. The next steps are the identification of receiver sites in conjunction with the Parks and Recreation Department as well as the continued preparation of the Public Art Program Guidelines.

A public outreach implementation plan has been prepared which is comprised of three main components: 1) the Public Art Steering Committee selection, 2) Community workshop or presentation, and 3) Stakeholder input. The City's art advisor consultant, Chandra Cerrito, has contacted several potential committee members from the local art community to inform them of the forthcoming committee seat selections after the new year.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Draft a public outreach process	CDD, Planning	Mike Allen	10 %	7/31/2011	Complete
Draft an evaluation process	CDD, Planning	Mike Allen	15 %	10/31/2011	Complete
Identify receiver sites	CDD, Planning	Mike Allen	15 %	12/31/2011	Complete
Draft public art program guidelines	CDD, Planning	Mike Allen	20 %	1/31/2012	Complete
Circulate draft program/public review	CDD, Planning	Mike Allen	15 %	3/31/2012	Behind
Complete final draft plan	CDD, Planning	Mike Allen	15 %	4/30/2012	Behind
Adoption by City Council	CDD, Planning	Mike Allen	10 %	6/30/2012	Behind

Project Progress: 60% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	CLK-00553	Project Status	Complete
Project Title	Enhanced Intranet (iCON) System			Phase	1 of 1
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	City Clerk	Project Leader	R Ryan/D Roadman		
Project Budget	\$0				

Funding Sources

- City Manager's Report City Council's Report

Project Description

iCON, or the Intranet for the City of Napa provides timely, accurate, and pertinent information to City staff. Information on the Intranet should reflect the needs and interests of the users of the site. Content should always be accurate, up-to-date, easy-to-understand, well-written, and technically accurate.

To meet these goals, the Clerk Department has centralized the redesign process of iCON to reflect expectations for and easy access to content.

Status Update

7/27/2012 - droberts: Project is being maintained to the extent that departments receive weekly Friday updates with interdepartmental city news/information. Next phase will be looking to the long term in terms of maintenance and sustainability.

4/19/2012 - rryan: This project is in maintenance status. All department pages have been redesigned. Department pages are updated as needed or at the request of departments and occur continuously.

12/28/2011 - rryan: The Clerk Department restructured the City's Intranet, iCON for ease of use and access to citywide forms and information. Each department page was redesigned to provide consistency and content. Additional pages were created to provide value to the dynamic nature of the content.

Site statistics indicate that of the pages created since August, a majority have received over 1,000 hits, with the "For All Employees" page receiving over 1200 hits and the "Recent Updates" page receiving over 1300 hits. This is a positive indication of usage.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Redesign all City Department pages.	City Clerk	R Ryan/D Roadman	10 %	10/28/2011	Complete
Redesign Finance Dept pages.	City Clerk	R. Ryan/D. Roadman	20 %	10/28/2011	Complete
Create additional pages for ease of use.	City Clerk	R. Ryan/D. Roadman	10 %	12/30/2011	Complete
Create documentation.	City Clerk	R. Ryan/D. Roadman	20 %	2/29/2012	Complete
Redesign Clerk Dept pages.	City Clerk	R Ryan/ D Roamdan	20 %	5/31/2012	Complete
Redesign Human Resources pages.	City Clerk	R Ryan/D Roadman	20 %	6/29/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	CLK-00482	Project Status	Behind
Project Title	Records Management Phase 2			Phase	2 of 2
Project Start Date	11/8/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	City Clerk	Project Leader	D Roberts		
Project Budget	\$45,000				
Funding Sources	City Clerk				

City Manager's Report City Council's Report

Project Description

Primary goal for the project this year is to restructure the main database for the City's Records in the SIRE system. The plan is to remove current structure, create new databases (records folders), and repopulate the database with a more intuitive and easy to understand system. It will include removing records with no administrative value that were scanned when the SIRE system was purchased years ago, repopulation, new database creation, reindexing, quality control, and assuring that all documents are saved via an OCR (optical character recognition) process to allow staff easier access to search by "keywords".

The City Clerk and Deputy Clerk have already worked on the new record structure with the vendor. Next step is to finalize the structure and then take the draft to the Departments to receive input and suggested changes.

The migration of records, reindexing and repopulation of the records will be labor intensive and require "all hands" in the clerk office for several weeks. Additionally, a portion of this project will include updated procedures for scanning and a Trusted System policy. A "Trusted System" will allow the Clerk staff to destroy certain electronically saved records after they have been scanned by way of an accepted system. This policy is contingent upon the Secretary of State's uniform policy for statewide standards.

Status Update

7/27/2012 - droberts: City Clerk has executed a contract with SIRE after receiving a quote for cabinet restructure. This project will be on the 12/13 work plan. First step will be to meet with departments to further determine the best structure for new records repositories with the objective to better manage/locate city records. Scanning portion of the project is complete. Project significantly stalled due to the resignation of the Deputy City Clerk. Project will be included in the 12/13 work plan. The new Deputy City Clerk will be project leader.

4/19/2012 - rryan: Records have been scanned and returned from vendor on disk. Meetings with Housing, Human Resources, City Manager, and Police Departments have been undertaken to identify records and determine retention. The policy and procedure for creating a trusted system related to the SIRE database has been substantially completed. Initial vetting with the City Attorney Department and the State of

California has proven hopeful to the finalization of the policy.

12/28/2011 - rryan: There has been no substantial changes since the 10/13/2011 update. The Clerk Department cannot move forward without indication of the availability of carryover funds.

The Clerk Department has responded to the Human Resources Department need to update their retention schedule. We have identified their records, and met regarding retention. After finalizing the new retention schedule, it will be brought to Council along with the updated Police Department retention schedule as described below.

10/13/2011 - droberts: A large portion of this project is contingent upon the use of funds still pending on carryover request as of the date of this writing since the migration of records from one database to a new one can only be done by the SIRE vendor. As stated, a draft structure has already been created (on paper). We have been making some great progress in the records arena as of late: City Clerk staff created a new electronic records structure within the SIRE system for Police permanent records (1940 to 2006) working closely with Police Dept. staff. This project was a huge success. The Clerk office created the database in-house (this is normally done by the vendor, but staff has honed skills to learn the ability to create these structures themselves, saving the City \$\$). City Clerk staff trained PD staff in utilizing the database and structuring indexing fields, and assisted them in the purchase of a new scanner and provided training material that can be used across departments with regard to how to scan to the city system. This project will allow the Police Dept. to destroy hard copy records after the Clerk office has an approved "Trusted System" in place. This has been beneficial for Police and for the Clerk staff, in that it has been a good precursor to our bigger project for city records maintained by the Clerk as the official records custodian.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Scan records	City Clerk	Staff/vendor	5 %	3/30/2012	Complete
Create new databases	City Clerk	RR/DR	15 %	4/30/2012	Not Started
Meet w/ departs- record structure	City Clerk	DR/RR	10 %	6/30/2012	Not Started
Record Retention	City Clerk	RR/LB	10 %	6/30/2012	Not Started
New policies/ Trusted System	City Clerk	RR/LB	5 %	6/30/2012	Not Started
Reindex; OCR	City Clerk	All Clerk staff	40 %	6/30/2012	Not Started
Migrate records to new databases	City Clerk	RR/ vendor	15 %	6/30/2012	Not Started

Project Progress: 5% of 100% Complete

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Plan meeting content and organize	City Manager	Barry Martin	30 %	10/31/2011	On Hold
Schedule meetings and secure locations	City Manager	Barry Martin	20 %	11/15/2011	On Hold
Execute meetings	City Manager	Barry Martin	50 %	2/15/2012	On Hold

Project Progress: 0% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	CM-00557	Project Status	Complete
Project Title	City-County Government Center Feasibility Analysis			Phase	2 of 2
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	City Manager	Project Leader	Weiss/LaRochelle		
Project Budget	\$207,500				
Funding Sources	General Fund				

City Manager's Report **City Council's Report**

Project Description

The City-County Government Center Feasibility Analysis is a joint project between the City and County and is focused on determining the feasibility of combining City and County administrative operations within a shared government center. Its intent is to manage limited resources by achieving economies of scale, provide opportunities for shared efficiencies in operations and space, reduce costs through elimination of duplicated facilities, promote economic development through reduction of the government footprint in Downtown Napa, and provide a higher level of service for government related business through an upgraded facility addressing the current and future needs of the Napa Community. This effort will also include an analysis to explore opportunities for the City and County to share or consolidate services in conjunction with co-located facilities as appropriate.

In order to provide information on the City-County feasibility analysis, the project is divided into three separate but related components as defined below:

- 1) City-County Space Needs Assessment – Planning study to determine space needs of City and County administrative operations and determine space efficiencies and design concepts in respects to massing and contextual setting. Lead consultant Jones Lang LaSalle (JLL)
- 2) Organizational and Shared Services Analysis – Analysis of organizational structure to identify opportunities to share or consolidate services to better serve the public and provide operational efficiencies. Lead consultant Management Partners(MP)
- 3) Public Safety Feasibility Study – The preferred location of the City –County Center would be the existing City Hall superblock off of School Street. This location would require the relocation of the existing Fire Station #1 and Police Department. The Public Safety Feasibility Study would determine the current and future space needs of both Police and Fire and look into programming a new joint facility at the exiting CSB Building site located off of 1st Street or an alternate site. The feasibility of the relocation of the public safety operations is the starting point for the City-County Center to be located at the preferred site. Lead consultant RRM Design Group (RRM)

The three studies will make up the base information on determining if the City-County Center is a feasible option for the City and County. All three studies are anticipated to be complete in March/April 2012 and

upon completion, recommendations from City and County staff will be presented to the City Council and County Board of Supervisors.

(See CM-00439 for Phase 1 info)

Status Update

8/7/2012 - mhinkle: Public Safety Building concept plan determined feasible on the CSB block. Programmatic detailing and cost estimating continued in FY12-13 Project Report PW-00566.

8/1/2012 - nweiss: The City County Shared Services Analysis is complete. Based on direction from Council at the April 17, 2012 joint City - County meeting, the city is pursuing collaborative opportunities with various county departments when possible (such as public works functions, IT, purchasing, and training and development) and is finalizing the Fire Prevention Consolidation business plan for presentation to Council in September or October of 2012.

7/27/2012 - mhinkle: RRM Public Safety Feasibility study operational and space needs assessment complete. The initial draft program required extensive building massing and cost. RRM and City staff working on revised program to reduce footprint on CSB block by reduction of space and identify core FD/PD services that need to be provided in downtown. Alternative evaluation underway on utilizing other locations for PD/FD operations which include: communications, long term evidence storage, and specialized vehicle service/storage.

4/23/2012 - nweiss: City-County Shared Services Analysis: Consultants completed initial analysis focusing on 6 areas where services sharing efforts might be most productive. Met with staff and electeds to gather data. The initial report and recommendations for next steps were presented at a joint City-County meeting on April 17, 2012. Recommendations for moving forward include:

- ~ Prepare joint policy statement between City and County electeds to pursue unified service delivery
- ~ Pursue new and expanded service sharing in public works fleet management and streets and roads maintenance activities (including engineering design and CIP administration; signs, striping and joint purchasing for streets maintenance; and shared bidding opportunities)
- ~ Finalize Fire Prevention consolidation business plan
- ~ Longer term opportunities may include shared corporation yards and/or shop and store facilities including feasibility of a joint compressed natural gas facility and preparing data collection standards and workload metrics to provide consistent data among the agencies (i.e., permit processing).
- ~When planning for new city facilities, evaluate options for co-location with County services such as public safety, administrative functions, permit processing etc.

4/12/2012 - mhinkle: RRM completed draft space needs assessment and is currently under review by Fire and Police Admin. Program to be adjusted and final report to be prepared upon feedback from PD/FD admin. JLL completed draft space needs report and final version and additional scope pending direction from County/City. No additional action will occur for JLL until direction from County/City.

1/6/2012 - mhinkle: RRM Scope - RRM completed initial data gathering and will be presenting draft concepts to Police and Fire department staff on 1/17-1/19. Once data and needs confirmed, RRM will work on draft concept plans.

1/6/2012 - mhinkle: JLL Scope - JLL completed data gathering and are finalizing findings including the

adjacency diagram. Next step is combined meetings with the County to discuss space needs. This activity is likely to occur in January/February.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
MP Org Services Agreement for Services	City Manager	N. Weiss	5 %	10/18/2011	Complete
RRM Pub Safety Agreement for Services	PW, Admin	Hinkle/LaRochelle	10 %	11/1/2011	Complete
JLL Space Needs Assmnt Data Collect	PW, Admin	Hinkle/LaRochelle	5 %	11/15/2011	Complete
RRM Pub Safety Feasibility Data Collect	PW, Admin	Hinkle/LaRochelle	10 %	11/30/2011	Complete
MP Org Services Data Collect	City Manager	N. Weiss	10 %	11/30/2011	Complete
RRM Pub Safety Feasibility Draft Finding	PW, Admin	Hinkle/LaRochelle	10 %	2/1/2012	Complete
MP Org Services Draft Findings	City Manager	N. Weiss	10 %	2/1/2012	Complete
JLL Space Needs Draft Findings	PW, Admin	Hinkle/LaRochelle	10 %	2/1/2012	Complete
MP Org Services Final Report	City Manager	N. Weiss	10 %	3/2/2012	Complete
JLL Space Needs Final Report	PW, Admin	Hinkle/LaRochelle	10 %	3/2/2012	Complete
RRM Pub Safety Feasibility Determination	PW, Admin	Hinkle/LaRochelle	10 %	3/2/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority Medium **Project Number** CM-00558 **Project Status** Complete
Project Title Community Climate Survey **Phase** 1 of 1
Project Start Date 1/9/2012 **Project Due Date** 3/9/2012
Requested Start Date **Requested Due Date**
Lead Department City Manager **Project Leader** Barry Martin
Project Budget \$0
Funding Sources

City Manager's Report City Council's Report

Project Description

Prepare, distribute and tabulate a web-based survey of the community on satisfaction with City services

Status Update

4/20/2012 - bmartin: This survey was completed and the results were presented at the City Council Workshop that was held on February 16, 2012.

1/9/2012 - bmartin: Preparation of the 2012 survey will begin the week of 1/9/12, with the goal of duplicating the questions used one year ago for purposes of comparison. Project completion date has been moved forward to allow results to be prepared prior to the Council retreat in mid February.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Prepare survey	City Manager	Barry Martin	25 %	1/18/2012	Complete
Distribute and publicize survey	City Manager	Barry Martin	25 %	1/23/2012	Complete
Collect responses and prepare report	City Manager	Barry Martin	50 %	2/13/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Project Number	ED-00525	Project Status	Behind
Project Title	Napa 9/11 Memorial Garden		Phase	2 of 3
Project Start Date	7/1/2011	Project Due Date	6/30/2012	
Requested Start Date		Requested Due Date		
Lead Department	Economic Development	Project Leader	Micah Hinkle	
Project Budget	\$250,000			
Funding Sources	\$120K Art Fund + Donations			

City Manager's Report City Council's Report

Project Description

The 9/11 Memorial Garden utilizes 6 pieces of artifact steel from the World Trade Center. The memorial location would be off of Main Street across from the Napa Valley Opera House adjacent to Napa Creek. This community project relies on donations and in kind service for completion. Community support of the project comes from the 9/11 Memorial Coalition with project management, contracting and oversight from the City. The memorial includes full park improvement and would be one of the largest 9/11 memorials on the west coast.

Status Update

7/13/2012 - mhinkle: The project fundraising activity has increased, and a fundraising event has been scheduled for September 11, 2012. The project timeline, which is dependent on fundraising, has been adjusted to 2013 for completion. Construction will occur in one phase and will not proceed until all necessary funds and in-kind donations are obtained. Glass and steel fabrication will move forward through 2012.

4/23/2012 - mhinkle: The project fundraising remains behind schedule. Project team is looking into splitting into two phases. Phase 1 would be the memorial improvements which include the construction of the foundation base and installation of four steel beams and glass panels. Phase 2 would complete the park improvements. Based on construction cost estimates we would be able to proceed with phase 1. The phasing of the project allows the memorial to commence in order to be installed by 9/11/12; however, the project will not be complete and the landscaping improvements would come at a later date. Fundraising remains critical. Staff will work with design team to evaluate a modified plan to reduce the costs in an attempt to build a complete project with current resources or obtainable resources.

1/6/2012 - mhinkle: Construction drawings are complete and under review by City departments. Fundraising activities continue to be the project driver and additional community volunteers have been brought in to assist. A grant from the City public art fund will be requested on 1/17/12 in order to move art fabrication forward.

10/21/2011 - mhinkle: Fundraising activity continues to slow project progress. New marketing and

fundraising plan to be developed by lead project team.

9/27/2011 - mhinkle: The design team is working on construction documents and is targeting 12/2 for submittal to the City for permit review. Fundraising is the critical element to the project as the needed funds to complete the project is estimated at \$150K -\$250K depending on the ability to obtain construction material donations. Detailed cost estimates will be prepared once construction documents have been completed. Target completion of the project is Spring 2012, but that date is dependent on fundraising efforts.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Complete Project Detail Design	Economic Development	Hinkle	20 %	12/2/2011	Complete
Fundraising	Fire	Darren Drake	25 %	2/1/2012	Behind
Plan Review for Construction Permits	PW, Engineering	Whan	20 %	5/1/2012	On Time
Construction Contract	City Attorney	Peter Spoerl	10 %	5/15/2012	Not Started
Construction Management/Inspection	PW, Engineering	Whan	25 %	6/30/2012	Not Started

Project Progress: 20% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	ED-00527	Project Status	Complete
Project Title	Sustainability Plan and EECBG Grant Implementation			Phase	2 of 2
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Economic Development	Project Leader	LaLiberte		
Project Budget	\$699,800				
Funding Sources	ARRA - EECBG Grant				

City Manager's Report City Council's Report

Project Description

The City received a \$699,800 allocation through the ARRA-EECBG grant and will use these funds to retrofit streetlights and lights in City facilities, establish a fluorescent light recycling program, hire a two-year limited term Sustainability Program Coordinator, and develop a Sustainability Plan.

Status Update

7/16/2012 - afox: Public comments were incorporated into the Sustainability Plan where appropriate, and the Sustainability Plan was adopted by City Council on July 24, 2012. Fluorescent lights continue to be collected, and as of June 30, 2012, nearly two tons of fluorescent lights were recycled through the program. In total, 92 percent of the Energy Efficiency and Conservation Block Grant funds have been expended. A 2010 Community Greenhouse Gas (GHG) Inventory is being conducted at no cost to the City through the PG&E and ABAG-supported "Green Communities Program." This inventory will provide a greater understanding of which community activities contribute to GHG emissions, and in what amounts. Previous inventories have focused on government operations only.

4/17/2012 - afox: The public comment draft Sustainability Plan has been released. It is anticipated that a City Council workshop will be held on May 15, 2012, followed by a recommendation to City Council to adopt the plan in June. The 2010 Local Government Operations Greenhouse Gas Inventory was completed in February 2012, and the results were incorporated into the Sustainability Plan. Fluorescent lights continue to be collected at six locations in Napa (two were recently added), and as of March 31, 2012, one-and-a-half tons of fluorescent lights were recycled through the program. The Phase II City Lighting Retrofit project is complete, and as a result lights in nine City facilities were retrofitted. In total, 87% of the Energy Efficiency and Conservation Block Grant funds have been expended.

12/21/2011 - afox: A draft City of Napa Sustainability Plan (including both City Government Operations and Community sections) is complete and undergoing revisions by the Sustainability Coordinator. Development of a final Sustainability Plan remains on-schedule, and a public draft will be available by February 2012. Fluorescent lights continue to be collected and recycled, and this project is considered complete since the contract has been paid-in-full. The Phase II City Lighting Retrofits project is scheduled to be complete by December 31st, with all remaining fixtures delivered and installed during the last two

weeks of December. In total, 82% of the Energy Efficiency and Conservation Block Grant has been expended.

10/5/2011 - afox: An internal City Sustainability Plan draft will be completed in the coming weeks, and a draft of the Community Sustainability Plan will follow shortly thereafter. City staff created the content of the City Plan, and sixteen public meetings, a bilingual survey, and community leader interviews were held to gather input for the Community Plan. The remaining EECBG projects continue to move forward. To date, over 3,000 fluorescent lights or tubes have been collected for recycling, and phase II of the City facility lighting retrofits project is 98% complete.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Complete Draft Sustainability Plan	Economic Development	LaLiberte	50 %	11/30/2011	Complete
Complete Phase II of City Retrofits	Recreation	Perazzo	10 %	12/31/2011	Complete
Complete Fluorescent Recycling Project	PW, Materials Diversion	Kevin Miller	10 %	6/30/2012	Complete
Complete Final Sustainability Plan	Economic Development	LaLiberte	30 %	6/30/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	FIN-00549	Project Status	Complete
Project Title	Budget Balancing and Restructuring Process			Phase	1 of 1
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date	7/1/2011	Requested Due Date	6/30/2012		
Lead Department	Finance, Accounting	Project Leader	Joe Gray		
Project Budget	\$0				

Funding Sources

City Manager's Report City Council's Report

Project Description

Coordinate process for development and implementation of balanced General Fund Budget.

Status Update

7/31/2012 - dbrun: On June 5, 2012, City Council adopted a Mid-Cycle budget with amendments which provided a FY2012-13 spending plan that is balanced without the use of reserves or new taxes. This was an accomplishment that was ten years in the making. The FY2012-13 spending plan was achieved through departmental reductions, reorganizations, and labor cost containment through agreements achieved with the employee labor associations.

4/23/2012 - jgray: Presented the updated LTFFP, which included updated Financial Goals and Policy Statements, to Council in March 2012. Also presented to Council in March 2012 were the Financial Audits and Memorandum of Internal Controls of the City. The Third Quarter Report is on time for a May 2012 presentation to Council. The Cost Allocation Plan and Mid-Cycle Review are on time for presentation to Council for June 2012, both of which will be reviewed with departments internally and the City Manager before Council approval. Additionally, the Fee Study is in near final form and our goal is to complete by July 2012.

1/11/2012 - jgray: Updated the timeline for key budget impact items for FY11/12 and the LTFFP. These include status updates and completion timeframes for: Cost Allocation Plan; Second Quarter Report; LTFFP (including White Paper topics); Council Workshop; and Fee Study - all of which are on track for city council presentment in March 2012. The Third Quarter Report is scheduled for May 2012 and the Mid-Cycle Review for June 2012. All of these items will be reviewed with departments internally and the city manager before city council approval.

10/13/2011 - wzenoni: Updated financial projections for FY 2012/13 and 2013/14 completed. Departmental target reductions identified. Departments have submitted proposed budget reductions for FY 2012/13. City Manager will review proposed budget reductions with department heads in November 2011 and with City Council in March 2012.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Identify target budget reduction levels	Finance, Accounting	Deanna Andrews	25 %	8/1/2011	Complete
Review budget revisions with Council	City Manager	M. Parness	15 %	3/31/2012	Complete
Coordinate dept'l budget review	Finance, Accounting	Joe Gray	40 %	3/31/2012	Complete
Finalize budget plan for FY 2012-13	Finance, Accounting	Joe Gray	20 %	6/30/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	FIN-00550	Project Status	Behind
Project Title	Cost Allocation Plan/User Fee Study			Phase	2 of 2
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Finance, Collections	Project Leader	Deanna Andrews		
Project Budget	\$50,000				
Funding Sources	General Fund				

City Manager's Report **City Council's Report**

Project Description

Coordinate cost allocation plan/user fee analysis. Coordinate review with all City departments, review study results, analyze potential impacts of implementation of study recommendations and develop implementation plan. Finance Department is serving as lead but all City departments will participate in this project. Most recent cost allocation plan/user fee analysis was completed in 2007 and was based on information from the FY 2005-06 budget. Consultant was selected and field analysis began in FY 2010/11.

Status Update

7/26/2012 - jgray: The User Fee Study is still under review to confirm calculations and determine recommend levels of cost recovery. After those recommended fee levels are reviewed with departments and the City Manager, a revised fee schedule and implementation plan will be presented to City Council for consideration in Fall of 2012.

4/20/2012 - dandrews: The Cost Allocation Plan report is complete and has been updated with FY 2010-11 actual expenditures. Revisions will be incorporated into and presented with the Mid Cycle Review budget in June, 2012.

The User Fee Analysis has been received by Finance and is currently under review. A revised fee schedule and implementation plan (including public outreach, when applicable) will be developed with Council guidance, and presented for consideration in August, 2012.

1/6/2012 - dandrews: The Cost Allocation Plan report is complete. It is currently being updated with FY 2010-11 actual expenditures, and will be incorporated into, and presented with, the Mid Cycle Review budget in June 2012.

The Draft User Fee Analysis is currently behind schedule. The Fee Study is now scheduled to be received by Finance in January, and presented to Council in March, 2012.

10/13/2011 - wzenoni: Draft Cost Allocation Plan report submitted to staff on August 1, 2011. Draft report is currently being reviewed by staff from all impacted departments. Draft User Fee Analysis is currently being completed by consultant with draft report due by October 31, 2011.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Draft Cost Allocation Plan Report	Finance, Accounting	Deanna Andrews	30 %	8/1/2011	Complete
Draft User Fee Analysis	Finance, Accounting	Deanna Andrews	25 %	10/31/2011	Complete
Consultant Submittal of Final Reports	Finance, Accounting	Deanna Andrews	10 %	12/31/2011	Behind
Council Review	Finance, Accounting	Deanna Andrews	10 %	2/7/2012	Behind
Public Outreach	Finance, Accounting	Deanna Andrews	10 %	2/21/2012	Behind
Council Adoption of New Rates	Finance, Accounting	Deanna Andrews	10 %	3/31/2012	Behind
Implementation of New Rates	Finance, Accounting	Deanna Andrews	5 %	6/30/2012	Not Started

Project Progress: 55% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	IT-00554	Project Status	Complete
Project Title	IFAS - Implementation of Final System Modules			Phase	3 of 3
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Information Technology	Project Leader	J. Brott		
Project Budget	\$193,157				
Funding Sources	General Fund				

City Manager's Report City Council's Report

Project Description

Final Phase of IFAS Project includes implementation of remaining modules including contract management, grants management, bid/quote online and fixed assets.

Status Update

8/1/2012 - snielsen: Finance Staff will implement an online bid & purchasing system by the end of FY 2013. This system will manage the bid process completely online delivering purchasing efficiencies for City Departments and Vendors alike. The current contender for this on line purchasing portal is Public Purchase <http://www.publicpurchase.com> .

7/20/2012 - jbrott: The Fixed Assets module is complete. All assets have been entered into IFAS and reports created and generated. Staff is fine tuning the reports and the accumulation of depreciation to include in the FY 12 basic financial statements.

The Grants Management module is not being implemented at this time. Staff managing grants are able to track and report on grants using existing reports.

With the disposition of these two modules, the implementation of the IFAS software is complete. We are now moving into the operation and maintenance stage, which starts with a period of stabilization. Training and fine-tuning of processes will continue. Writing and customizing reports to pull information out of the IFAS system will be on-going.

4/18/2012 - jbrott: After completing initial setup of the Contract Management module and meeting with field staff, it was determined that 90% of the functionality of the module has been achieved through development of reports and workflows for the Purchasing module. Additional reports and procedural changes to Purchasing will achieve the remaining functionality provided by the Contract Management module. The Contract Module will not be implemented at this time.

Initial work on Bid/Quote online determined that the module has yet to be successfully deployed. As a result, staff is pursuing non-IFAS solutions to provide vendors with the ability to submit bids online. By

not implementing these two modules, we anticipate a small reduction in our annual maintenance contract with SunGard.

The Fixed Assets module has been configured and assets moved from spreadsheets into IFAS. Finance staff is continuing to review reports and testing the depreciation functionality. Completion is expected by the end of the fiscal year.

Staff is beginning to research the functionality and configuration needed for the Grants module and will be working with field staff administering grants to determine the best course of action.

1/4/2012 - rmeyer/jgray: Consultant has been on site to work with departments on implementation of the Contract Tracking module. We have experienced delays due to software needs for electronic signatures and/or a way to automate the contract routing process to make it more efficient and timely. Issues with the current contracting process were discovered that have led us to place the implementation on hold until the process issues can be resolved. The module should not be implemented without a clear process defined. Staff is working with City Management to hold meetings on the process so we can move the implementation forward.

The other modules (Fixed Assets, Grants Management, Bid/Quote Online) will realistically be implemented no sooner than the end of FY12/13 and will depend on staff resources to develop, test and implement. The order and time of completion of remaining module implementation will be reevaluated by 6/30/12.

10/13/2011 - wzenoni: Consultant has been selected to work with staff to assist with implementation of the first module - contract management.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Contract Management	Finance, Accounting	J. Brott	25 %	12/31/2011	Complete
Fixed Assets	Finance, Accounting	J. Brott	25 %	6/30/2012	Complete
Grants Management	Finance, Accounting	J. Brott	25 %	6/30/2012	Withdrawn
Bid/Quote Online	Finance, Accounting	J. Brott	25 %	6/30/2012	Withdrawn

Project Progress: 50% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	HSG-00526	Project Status	Complete
Project Title	Inclusionary Zoning Ordinance Update			Phase	3 of 3
Project Start Date	7/1/2011	Project Due Date	2/21/2012		
Requested Start Date		Requested Due Date	6/30/2012		
Lead Department	Housing	Project Leader	JMW/CDD/Consultant		
Project Budget	\$0				
Funding Sources	Inclusionary Housing Fund				

City Manager's Report **City Council's Report**

Project Description

The Inclusionary Zoning Ordinance Update will account for changed regulations and economy. This will allow the City to obtain affordable housing units to offset the need created by new development. Economic "nexus" studies have been completed by consultant. In this final phase staff will review the studies and recommendations with key stakeholders, revise the ordinance, and facilitate a public process.

Status Update

7/16/2012 - lferrell: The revised draft Affordable Housing Impact Fee Ordinance was presented to stakeholders in May and to Planning Commission in June. Both the stakeholders and the Planning Commission were supportive of the proposed ordinance. Based on input from stakeholders at earlier meetings, the recommended fees are at substantially the same levels as are in place under the existing Inclusionary Housing Ordinance. The Council item, including the proposed ordinance and resolution, was presented to City Council at the July 24 meeting.

4/12/12 - jwinter: Stakeholder meetings resulted in significant revisions to staff recommendations. The summary and policy recommendation document has been revised, and along with draft ordinance revision will be presented to single large stakeholder group in May. The ordinance revision will be presented to Planning Commission in June or early July, and to City Council in July or August.

A proposal to form a countywide task force for further affordable housing funding recommendations was presented to and adopted by City Council in April.

1/6/2012 - jwinter: The first two rounds of stakeholder meetings (development community and affordable housing stakeholders) are complete. One stakeholder meeting remains, then the policy recommendations will be revised by staff and consultant to be presented at a public meeting in January or February.

10/5/2011 - jwinter: Policy summary/recommendations submitted to City Attorney for review. Meeting with consultant 10/11/11 to discuss summary materials for stakeholder meetings.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Policy summary and draft recommendations	Housing	JMW/CDD/Consultan	20 %	9/23/2011	Complete
Final materials for stakeholder meetings	Housing	JMW/Consultant	10 %	11/10/2011	Complete
Stakeholder meetings complete	Housing	JMW/CDD/Consultan	20 %	11/17/2011	Complete
Draft ordinance	City Attorney	Peter Spoerl	20 %	12/7/2011	Complete
Planning Commision public hearing	Housing	Lark Ferrell	15 %	1/26/2012	Complete
City Council public hearing	Housing	Lark Ferrell	15 %	2/21/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	PD-00528	Project Status	Complete
Project Title	AMR Ambulance Contract for Dispatch Services			Phase	1 of 1
Project Start Date	9/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Police	Project Leader	Shirley Perkins		
Project Budget	\$0				
Funding Sources					

City Manager's Report City Council's Report

Project Description

The Police Department is working with AMR to develop a contract and protocols for dispatch services that are set to begin 1/1/2012. The implementation of Emergency Medical Dispatching (EMD) utilizing the Medical Priority Dispatch System (MPDS) which is a medically-approved, unified system used to dispatch appropriate aid to medical emergencies is scheduled to occur by July, 2012.

Status Update

7/16/2012 - sperkins: We will be meeting with Napa County Emergency Medical Services to discuss postponing the implementation of Medical Priority Dispatch Systems (MPDS) until the first quarter of 2014. That will allow the implementation of MPDS at the same time as the CAD upgrade which will reduce the IT support staff time. In addition it will provide time to train and implement this system.

4/16/2012 - sperkins: On April 17th the Council approved the increased staffing with the additional revenue generated by the AMR Contract. The staffing is needed to meet the increased workload demands. The County required that AMR as part of the dispatching services provide Medical Priority Dispatch System (MPDS). Currently Napa Central Dispatch does not use MPDS as their EMD program. To effectively implement this program and allow time to increase staffing in Dispatch, implementation has been extended until January 1, 2013.

1/2/2012 - sperkins: Effective January 2, 2012 the Napa Central Dispatch Center began dispatching the AMR ambulance service for Napa County. Police, Fire, Information Technology and Dispatch personnel met once a week with AMR to develop the agreement. The timeline only allowed 10-weeks for implementation which would normally require six months. The agreement with AMR was processed administratively to have an effective date of January 2, 2012. On January 17, 2012 the Council will be presented with a staff report to approve the contract, appropriate the funds and authorize the provision of extraterritorial services. We are continuing to evaluate dispatch workflows and develop protocols as needed.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Develop contract with AMR	Police	Shirley Perkins	30 %	12/15/2011	Complete
Receive Council approval if needed	Police	Shirley Perkins	10 %	12/16/2011	Complete
Evaluate dispatch workflow	Police	Shirley Perkins	30 %	1/1/2012	Complete
Develop Implementation Plan for EMD (MPDS)	Police	Shirley Perkins	10 %	6/30/2012	Withdrawn
Develop dispatch protocols	Police	Shirley Perkins	20 %	6/30/2012	Complete

Project Progress: 90% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	PD-00539	Project Status	Behind
Project Title	Geographic Neighborhood Policing			Phase	1 of 1
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Police	Project Leader	Gary Pitkin		
Project Budget	\$0				

Funding Sources

- City Manager's Report City Council's Report

Project Description

To transition the Police Patrol Bureau to a Geographic Neighborhood Policing model. This change will be used to address quality of life as well as crime issues. The concept of this project is to encourage the established neighborhoods in Napa to address their self-recognized issues and to improve access to the various governmental, private and for-profit organizations that can best address their various concerns. We also believe that a neighborhood focus and better access to police services will increase interaction between community members and Officers and will help citizens to seek out appropriate non-Police resources. It is understood that issues affecting one area of town are not necessarily the same that affect the other areas of town. To do this we will:

- * Establish a web-based neighborhood map that allows community members to directly contact the Officers assigned to their neighborhood. The Officers will then have a better opportunity to share information and address concerns affecting any given neighborhood.
- * Establish a link that provides community members a list of frequently used federal, state, county, city, non-profit and for-profit organizations. We believe that by providing this information directly to members of the community this will improve customer service and reduce non-emergency calls to the 911 emergency center.
- * Officers will be assigned to work specific neighborhoods for one-year deployment periods. This will allow for more consistent community member/Officer interaction through direct contact and community meetings.
- * Neighborhood residents will be encouraged to interact with their neighbors to heighten awareness, security and address issues in their infancy.

Status Update

7/25/2012 - spotter: This program has fallen behind due to other workload demands. By August 1, 2012 the program will be supported by a Sergeant who will be dedicated full time to completing this project.

4/16/2012 - Pitkin: We continue to reinforce the Patrol Briefing Guidelines and use of available technology to educate and inform our law enforcement officers as to where identified problems and developing trends are occurring. The available technologies include, but are not limited to, our countywide "11-98 Information Exchange" site, Command Central, and our NPD page. Sergeant Hensley is presently training some of the cadets/volunteers to work with Neighborhood Watch. We have recently developed social media outlets (Facebook through City Hall) and NextDoor.com. A comprehensive list of referral resources has been identified and will be added to our NPD page in coming weeks.

1/9/2012 - gpitkin: Phase I- Information Sharing and Intelligence-Led Policing
 Phase I involved information sharing and intelligence-led patrols. In an effort to put "cops on the dots," the cops must first know where the dots are. Phase I incorporated standardized briefing guidelines in an effort to ensure our officers and sergeants know what crimes are being committed and where the crimes are occurring. In order to accomplish this objective Sergeants were given Patrol Briefing Guidelines in our January 5th Sergeants Meeting. The Patrol Briefing Guidelines have our Sergeants and Officers incorporate the 11-98 Information SharePoint Portal and Command Central into their briefing routine. Exposure to both programs will ensure our law enforcement officers have an accurate picture of recent crimes, trends and emerging concerns in our jurisdiction. Armed with this information, Sergeants and Officers can make informed decisions about where to spend their discretionary patrol time in an effort to most favorably impact our community.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
InfoShare Software Implementation	Police	Gary Pitkin	10 %	12/1/2011	Behind
Map building (testing and validating)	Police	Gary Pitkin	20 %	12/1/2011	Behind
Establish a list/line of resources	Police	Gary Pitkin	10 %	1/1/2012	Behind
Begin neighborhood meetings	Police	Gary Pitkin	15 %	6/30/2012	Behind
Train Department Staff	Police	Gary Pitkin	20 %	6/30/2012	Behind
Development of Crime Analysis Reports	Police	Gary Pitkin	25 %	6/30/2012	Behind

Project Progress: 0% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	PD-00530	Project Status	On Hold
Project Title	Analyze & Implement Police Reserve Officer Program			Phase	1 of 1
Project Start Date	11/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Police	Project Leader	Steve Potter		
Project Budget	\$0				

Funding Sources

- City Manager's Report City Council's Report

Project Description

Development and implementation schedule for Police Reserve Officer. A Police Reserve program will allow the department to have augmented staffing during times of special events, routine patrol and disasters. It will also allow the department to enhance its recruitment capabilities through this program and reduce initial in-service training time.

Status Update

8/6/2012 - dbrun: As part of a Tentative Agreement signed on August 6, 2012, NPOA has agreed to support the Police Reserve Officer Program. The Tentative Agreement is subject to ratification by NPOA membership, the results of which should be known by August 21, 2012.

7/16/2012 - Potter - Project continues to be on hold pending outcome of the negotiation process with NPOA.

4/16/2012 - Potter - Project continues to be on hold pending outcome of the negotiation process with NPOA.

1/2/2012 - Potter - Project is on hold waiting for a response from HR and contract attorney re: possible collective bargaining issues raised by NPOA. We hope to have the collective bargaining resolved by February 1, 2012. The remainder of the tasks should be able to be completed on time once we resolve this potential collective bargaining issue.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Develop policies and procedures	Police	Steve Potter	10 %	2/1/2012	On Time
Develop training program	Police	Steve Potter	20 %	3/1/2012	On Time
Develop a hiring process	Police	Steve Potter	20 %	3/30/2012	Not Started
Complete Recruitment process	Police	Steve Potter	20 %	5/16/2012	Not Started
Train the new Police Reserve Officers	Police	Steve Potter	30 %	6/30/2012	Not Started

Project Progress: 0% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority Medium **Project Number** PD-00529 **Project Status** Complete
Project Title Social Media Program Implementation **Phase** 1 of 1
Project Start Date 8/1/2011 **Project Due Date** 6/30/2012
Requested Start Date **Requested Due Date**
Lead Department Police **Project Leader** Debbie Peacock
Project Budget \$0
Funding Sources

- City Manager's Report** **City Council's Report**

Project Description

Identify different types of social media that can be utilized to communicate with community members as well as other agencies. Specifically looking at improving the use of Nixle and WARN. We will improve the Police Department's website as well as research and implement Facebook and Twitter.

Status Update

7/31/2012 - porourke:

7/25/2012-dpeacock-The Police Department is actively utilizing the Nixle and WARN systems. The Nixle System currently has the ability to develop Spanish Speaking groups so that this portion of the community can receive messages. The Police Department currently has the ability to use Twitter during deployments or disaster situations to develop intelligence information and to put out information on the situation. The Police Department has checked into the development of a Facebook, as time permits and a policy specific for the use of Facebook for the police department will be developed, written and adopted. It is also important to have staff availability to place timely updates and make changes to Facebook. At this time the Facebook portion of this project has been placed on hold for an indefinite amount of time.

4/20/2012 - Jtroendl: Completed the WARN training for all appropriate staff. Work has begun on the policy development for Twitter and Facebook.

1/9/2012 - dpeacock: Waiting for Nixle to develop program for Spanish speaking users.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Dev. & Imp. Nixle Spanish speaking users	Police	Debbie Peecook	10 %	1/1/2012	Complete
Update the Police Department's webpage	Police	Debbie Peecook	30 %	2/1/2012	Complete
Train & Update Staff on WARN	Police	Debbie Peecook	15 %	3/1/2012	Complete
Develop policy/Twitter implementation	Police	Debbie Peecook	20 %	4/1/2012	Complete
Develop policy/ Facebook implementation	Police	Debbie Peecook	10 %	4/1/2012	Not Started
Twitter and Facebook implementation	Police	Debbie Peecook	15 %	6/29/2012	Not Started

Project Progress: 75% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	PW-00547	Project Status	On Time
Project Title	Saratoga Drive Extension Project			Phase	2 of 3
Project Start Date	7/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	PW, Transportation Engineeri	Project Leader	Jason Holley		
Project Budget	\$2,000,000				
Funding Sources	SIF				

City Manager's Report City Council's Report

Project Description

Extension of Saratoga Drive west to Silverado Trail. The project is indentified as a mitigation measure in the City's General Plan to improve connectivity with the East Napa neighborhood and the level of service at the East Ave/Silverado Trail/Coombsville Road/Third Street five-way intersection.

The new road will include two vehicle travel lanes, sidewalks, landscaping strips with street trees, bicycle lanes and street lights.

The new Silverado Trail/Saratoga Drive intersection will be located approximately 1,000 feet north of the existing Silverado Trail/Soscol Avenue "Y" intersection. The new intersection will have a traffic signal and a separate southbound left-turn lane from the Silverado Trail onto Saratoga Drive.

The project will be competitively bid a public works contract. The work will be constructed in three phases: On-Site, Caltrans Phase 1 and Caltrans Phase 2.

Property acquisitions are required for each phase. A total of twelve (12) acquisitions are required. Both temporary construction easements and permanent fee acquisitions are necessary.

Status Update

8/8/2012 - jholley: Council took action to approve a revised project budget. Council also gave the City Manager authority to approve reimbursement agreements with adjacent property owners and the Public Works Director to award and execute the construction contract with Ghilotti Brothers. The Director will award the contract after receiving executed reimbursement agreements. Construction is expected to begin in early September and to be completed in late March 2013.

6/19/2012 - jholley: Council took action approving the use of eminent domain for the acquisition of three properties if negotiations fail to produce an agreement within the timeframe needed to complete the project. Staff continues to negotiate with these property owners to avoid litigation.

6/19/2012 - jholley: Bids opened today. Apparent low bidder is a joint venture of Ghilotti Brothers

Construction and Argonaut Construction (\$4.265M) which is higher than the most recent engineers estimate (\$3.9M). After further review by staff, the bid appears to accurately reflect the cost of completing the work. It should be noted that approximately \$2.1M of the cost is attributed to improvements to be constructed on behalf of property owners of vacant nearby lands. These costs will be paid for by private parties. Once the City reaches agreement with these parties, the Council will be asked to award the contract; this is likely to occur sometime in July.

5/29/2012 - jholley: Caltrans Phase 2 permit has been received.

4/27/2012 - jholley: Project advertised for bidding.

4/20/2012 - jfreitas: Appraisals are complete. Offers have been sent to all property owners. Negotiations are underway; one acquisition has been completed to date.

4/20/2012 - jholley: Revised Caltrans Phase 1 permit has been received. Caltrans Phase 2 permit is expected by mid-May. City will advertise project on May 3rd. Bid opening scheduled for 3pm on May 31st. Council expected to award contract on June 5th. Contractor is expected to begin work in late June, and the project is expected to be completed by the end of 2012.

01/06/2012 - jholley/jfreitas: Potholing is complete; utility conflicts were identified with the proposed storm drain alignment. A new storm drain alignment has been designed and submitted to Caltrans for approval. Caltrans approval for revised storm drain alignment is expected in February. Phase 1 (Utility Relocation) work is expected to begin in February and to be completed by April. Staff expects to re-submit plans to Caltrans for Phase 2 Encroachment Permit in late January. Property acquisition needs for Phase 1 have changed based on the revised alignment. Property acquisitions for each phase are ongoing. Appraisals for all acquisitions are either in progress or have been completed. Offer packages are expected to begin to be sent out in late January; negotiations and Council approvals will follow thereafter.

10/12/2011 - jholley: City has received Caltrans Encroachment Permit for Phase 1 work. Potholing for utility conflicts to begin in October. Phase 1 (Utility Relocation) work to begin in late November.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
On-Site - Design	PW, Transportation Engin	Jason Holley	10 %	10/30/2011	Complete
Phase 1 - Design/Permitting	PW, Transportation Engin	Jason Holley	10 %	2/29/2012	Complete
Phase 2 - Design/Permitting	PW, Transportation Engin	Jason Holley	10 %	5/22/2012	Complete
On-Site - Roadway Construction	PW, Transportation Engin	Mark Tomko	10 %	6/30/2012	Not Started
Phase 2 - Silverado Trail Widening	PW, Transportation Engin	Mark Tomko	10 %	6/30/2012	Not Started
Phase 2 - Property Acquisition	PW, Admin	Jeff Freitas	20 %	6/30/2012	On Time
Phase 1 - Utility Relocation	PW, Transportation Engin	Mark Tomko	10 %	6/30/2012	On Time
Phase 1 - Property Acquisition	PW, Admin	Jeff Freitas	20 %	6/30/2012	On Time

Project Progress: 30% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	PW-00540	Project Status	Complete
Project Title	Sidewalk Improvement Program			Phase	1 of 2
Project Start Date	12/20/2011	Project Due Date	6/29/2012		
Requested Start Date		Requested Due Date			
Lead Department	PW, Maintenance	Project Leader	Phil Brun		
Project Budget	\$120,000				
Funding Sources	Sidewalk CIP				

City Manager's Report City Council's Report

Project Description

Implement an in-house Sidewalk Improvement Program (similar to the 10-mile Street Resurfacing Program) to address the significant sidewalk and associated concrete issues in the City. The Sidewalk Improvement Program will double the amount of concrete currently being replaced to approximately 1,200 cubic yards per year. Work will be focused in the Street Resurfacing Program neighborhoods (work necessary to pave streets and some sidewalk repairs), CDBG areas, sidewalk repair list (1,000+ locations), and maintenance issues. The program will include funding for tree removal and replacement to ensure the urban forest is maintained properly. The program will reduce General Fund operating costs, stretch General Fund CIP contributions as compared to contracting for services, increase ADA access, and reduce City liability related to “trip and fall claims”.

The Sidewalk Improvement Program requires a dedicated crew of Street Maintenance workers to perform concrete work and a Parks and Recreation tree crew to address the tree and root removal issues and tree replacements that are common with sidewalk repairs. In order to increase production to 1,200 cubic yards annually, three new positions are required – one Street Field Supervisor and two Parks Maintenance Worker I’s. One existing Parks Maintenance Worker II position would be upgraded to a Parks Maintenance Worker III position to lead the tree crew. In addition, the program will use four part-time seasonal employees to increase production during the construction season. Due to the significant amount of tree work required to support the program, an additional stump grinding machine is required. No other significant equipment purchases are anticipated.

The Sidewalk Improvement Program will be funded by the Sidewalk CIP (General Fund), Gas Tax, and Community Development Block Grant (CDBG).

The goal is to have new staff, equipment, and funding sources in place by June 30, 2012 so that sidewalk work in Fiscal Year 2012/13 will meet or exceed the 1,200 cubic yard per year quota.

Status Update

7/30/2012 - pbrun:

Staffing - Public Works and Parks have filled all positions associated with the program.

Equipment - The Stump Grinder was placed in service in June.

CDBG Funding - On May 1, 2012, City Council approved \$333,329 in funding for sidewalk improvements.

4/17/2012 - pbrun:

City Council Approval - On December 20, 2011, City Council approved the creation of a Sidewalk Improvement Program to double the City's sidewalk repairs from 600 cubic yards per year to 1,200. The program has a \$1.1M budget and is funded by General Fund Sidewalk CIP, Gas Tax, and CDBG funds. The program results in \$143,000 in savings to the General Fund by offsetting expenditures that currently occur in the Maintenance and Engineering budgets. Three new FTE's were approved to support the program.

Staff Recruitment - Recruitments for all positions are scheduled for April/May with June 1, 2012 as the target hire date for new employees.

Equipment - A new stump grinder has been ordered to support the program.

CDBG Funding - On March 20, 2012, City Council directed staff to include \$333,527 in funding for sidewalk programs in the annual action plan that will return to Council on May 1, 2012.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
City Council Approval	PW, Maintenance	Phil Brun	30 %	12/20/2011	Complete
Secure CDBG Funding	PW, Maintenance	Phil Brun	10 %	5/1/2012	Complete
Purchase Equipment	PW, Maintenance	Phil Brun	10 %	6/1/2012	Complete
Recruit and Fill New Positions	PW, Maintenance	Phil Brun	50 %	6/1/2012	Complete

Project Progress: 100% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	REC-00533	Project Status	Behind
Project Title	Parking Garage Renovations			Phase	1 of 1
Project Start Date	1/1/2012	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Recreation	Project Leader	Dave Perazzo		
Project Budget	\$152,000				
Funding Sources	Parking Fund				

City Manager's Report City Council's Report

Project Description

The project consists of updating the paint, signage and striping in the three downtown parking garages. A consistent color and signage scheme will be selected for all three garages. Plain interior surfaces will be painted light colors to enhance lighting and visibility for the public.

Status Update

7/25/2012 - dperazzo: Vegetation has been removed by City staff at all three locations. Staff have performed inventory of parking stalls, signage and conditions of garages. Deficiencies were found at Pearl Street Garage with the fascia material that was removed from one of the outside walls. Additional design time is necessary to address issues found during inventory related to non compliance with parking standards, ADA, utility boxes, signage, wheel stops and fire extinguishers at all three locations. Public Works Engineering staff are assisting with this portion of the project. This project will be carried over into the 2012-13 FY CIP for finalization of plans and specifications and construction.

4/16/2012 - dperazzo: City staff are in the process of removing all vegetation from parking structures in advance of work. Staff is preparing the specifications related to preparation of surfaces, signage, paint and phasing of the project as it relates to public parking. Due to impacts to parking in the downtown area, the project will be phased to minimize impacts to the public.

1/6/2012 - dperazzo: Preparing project detail for bid specification package.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Specifications	Recreation	Dave Perazzo	15 %	2/28/2012	Behind
Bidding and Contracts	Recreation	Dave Perazzo	25 %	4/30/2012	Behind
Construction	Recreation	Dave Perazzo	60 %	6/30/2012	Not Started

Project Progress: 0% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	High	Project Number	REC-00531	Project Status	On Time
Project Title	Playground Equipment Replacement			Phase	1 of 1
Project Start Date	12/1/2011	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Recreation	Project Leader	Dave Perazzo		
Project Budget	\$760,000				
Funding Sources	Park Quadrant Funds				

City Manager's Report City Council's Report

Project Description

Project will replace aging playground in equipment in 4-5 City parks. The equipment and surfacing no longer meets the State of California standards. Playground locations are chosen from a priority list related to age, condition of existing equipment and use of area. Upgrades will bring these areas into compliance with State standards and ADA accessibility. The City will utilize the US Communities process for choosing the type of equipment and best possible bid.

Status Update

7/25/2012 - dperazzo: Award of CMAS agreement with Landscaped Structures Incorporated was approved by the City Council on July 24. Agreement to be signed within the next week and equipment order will be completed. Pre construction meeting will take place within two weeks. Demolition of first playground site will begin at Dry Creek Park the week of August 20th. The construction portion of this project will be carried over to the 2012-13 FY CIP program.

4/15/2012 - dperazzo: Designs were submitted for 5 park play areas under California Multiple Award Schedule (CMAS) pricing for equipment and installation. Bids came in under budget for the first 5 play areas so 5 additional play areas were added. The total cost for replacement of equipment in the 10 park play areas came within budget. Designs were completed and posted on the City web site and presented to the public at the March 14, 2012 Parks and Recreation Advisory Commission meeting. The Commission and public approved the designs with some minor changes. The vendor is finalizing changes to designs and will resubmit for final approval. Demolition of the old sites will begin once the park areas are dry enough for equipment to access and begin removal.

1/6/2012 - dperazzo: Obtained CMAS Contract from preferred playground equipment vendor for purchasing and installation work. Scheduled site visits for mid January to determine layouts for new equipment and surfacing and required demolition of old structures at 5 sites.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Design	Recreation	Dave Perazzo	15 %	12/1/2011	Complete
Contract/Bidding	Recreation	Dave Perazzo	25 %	3/1/2012	Complete
Construction	Recreation	Dave Perazzo	60 %	6/30/2012	Not Started

Project Progress: 40% of 100% Complete



CITY of NAPA

Project Tracking Report

Project Priority	Medium	Project Number	REC-00534	Project Status	On Hold
Project Title	New Skate Park - Site Selection and Design			Phase	1 of 2
Project Start Date	1/1/2012	Project Due Date	6/30/2012		
Requested Start Date		Requested Due Date			
Lead Department	Recreation	Project Leader	Larry Mazzuca		
Project Budget	\$120,000				
Funding Sources	Redevelopment Agency Funding				

City Manager's Report City Council's Report

Project Description

Phase I: The project will both determine the appropriate location and develop the design for a new skate park facility. This first phase of the project will be completed in FY 2011-12. Consultant selection, public outreach/involvement and site selection will be key factors in the development of the final design, plans and specifications. The second phase of the project will consist of actual construction of the new facility.

Status Update

7/26/2012 - lmazzuca: Project had been placed on hold (April 17) until a new funding source for the skate park design had been identified. Previous funding came from the City's RDA. On June 5, 2012, as part of the City's mid-year budget adjustment, the City Council approved the City's Quadrant Fund as a replacement funding source for the skate park design. Phase I (Project Design) will be listed as a "new" project for FY 2012-2013. Phase II (Construction) will also be listed as a new project for FY 2012-2013.

4/17/2012 - lmazzuca: Napa RDA funding in the amount of \$120,000 had previously been budgeted for the design cost of the skatepark in FY 2011-2012. An additional \$120,000 from the former RDA had been included as part of the \$1.3M project construction (Phase II) in FY 2012-2013. With the elimination of the RDA and funding for the skatepark design costs, staff will need to determine a secondary funding source for the design of the skatepark. It is anticipated that an alternative funding source will be presented to the City Council as part of the FY 2012-2013 mid-cycle budget adjustment. If an alternative funding source is adopted by the City Council as part of the mid-cycle budget adjustment, design funds will be available for Phase I beginning FY 2012-2013. This would likely move Phase II (construction), into FY 2013-2014. Phase I and Phase II will be placed ON HOLD until alternative funding sources have been approved by the City Council.

1/6/2012 - lmazzuca: Staff is currently developing the Request for Proposal (RFP). It is anticipated that the RFP will be made available to firms/consultants experienced in designing skateboard parks by the end of January 2012. The Parks and Recreation Commission will receive a report on this project at their January 11, 2012 regular meeting.

Project Milestones

<u>Task</u>	<u>Department</u>	<u>Assigned</u>	<u>Contribution</u>	<u>DueDate</u>	<u>Status</u>
Consultant Selection	Recreation	Larry Mazzuca	20 %	1/15/2012	On Hold
Community Design Workshops	Recreation	Larry Mazzuca	25 %	3/1/2012	On Hold
Development of Plans and Specifications	Recreation	Larry Mazzuca	45 %	5/20/2012	On Hold
P&RC & City Council Public Presentations	Recreation	Larry Mazzuca	10 %	6/15/2012	On Hold

Project Progress: 0% of 100% Complete



CITY of NAPA

FY 2011-2012 Capital Improvement Projects 4th Quarter

Project	Page #
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○ Senior Center Floor Replacement Project	66

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

BIG RANCH ROAD WIDENING PROJECT PROJECT NO. ST11PW02

PROJECT DESCRIPTION:

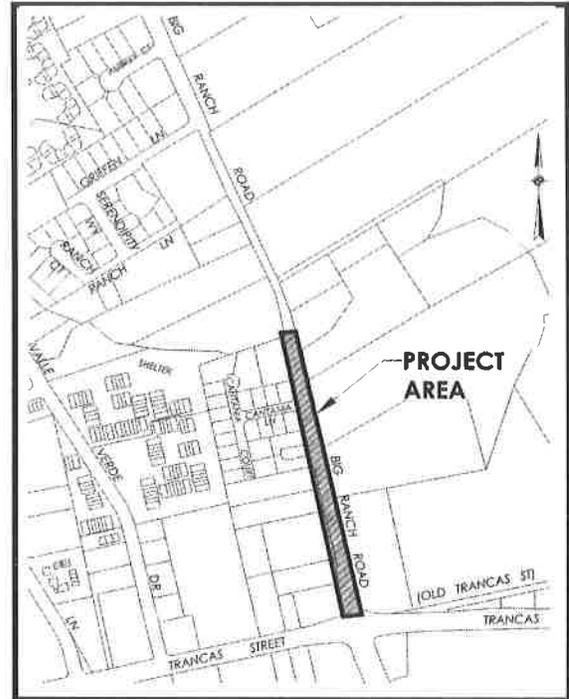
The Big Ranch Road Widening Project will provide four lanes of vehicular traffic on Big Ranch Road between Trancas Street and Salvador Creek.

PROJECT MANAGEMENT:

Mark P. Andrilla, Senior Civil Engineer
Public Works Department - Engineering Division

PROJECT STATUS:

A preliminary design was developed by a consulting engineer pursuant to a development requirement. The road widening requires the acquisition of a strip of land between 20 and 25 feet in width west of the existing right-of-way, across four parcels. A total of \$1,807,000 has been appropriated from the Big Ranch Road Specific Plan Fee Fund to obtain the necessary right-of-way, complete the design, and construct the project. A contract with Riechers Spence Associates to complete the design is underway and is approximately 85% complete. Completion of design is scheduled for the fall of 2012. Right-of-way acquisition documents were completed in January 2012.



PROJECT SCHEDULE:

	Q1			Q2			Q3			Q4		
	2010						2011					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design												80%
Bid & Award												
Construction												

BUDGET STATUS:

PROJECT BUDGET: \$1,807,000

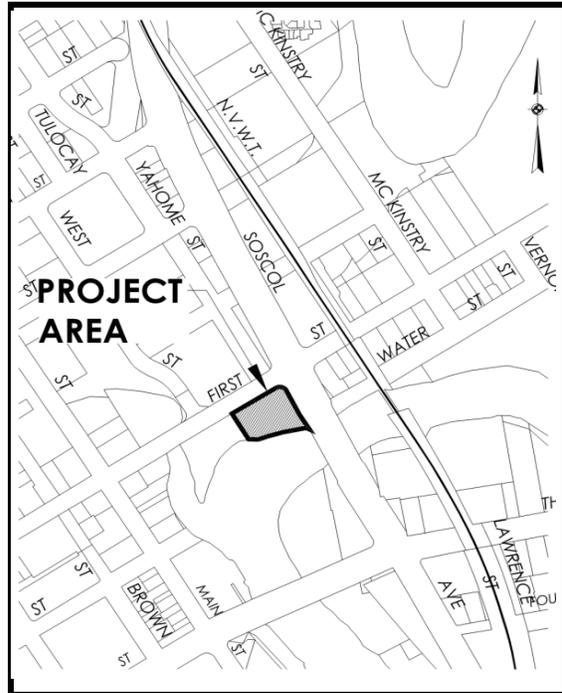
BUDGET EXPENDED TO DATE: Approximately \$64,000 was spent on the design prior to 2011, and approximately \$77,000 has been spent to date on the design and preparing right-of-way documents since January 2011.

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

CHINA POINT OVERLOOK PROJECT PK06RA03

PROJECT DESCRIPTION:

The China Point Overlook Project consists of the development of a park site located at the southwest corner of First Street and Soscol Avenue.



PROJECT MANAGEMENT:

Mike Socorro, Junior Engineer
Public Works Department, Engineering Division

PROJECT STATUS:

The project is in the design phase. It is being designed for the Napa Redevelopment Agency by Gretchen Stranzl McCann Landscape Architects (GSM). Due to the project's location being adjacent to the Napa River, the City will be working closely with the Flood District and the Army Corps of Engineers, as was done with the Napa Riverfront Green project. GSM has provided 65% construction plans for review and comments. 95% plans for review should be submitted to the City by August 2012. Project advertisement is anticipated for Spring 2013 with construction to begin in Summer 2013. Project advertisement has been postponed from the previous Q3 report due to the dissolution of the Redevelopment Agency which was to provide funding for the construction phase of the project. Funding for construction of the project is currently being sought after.

PROJECT SCHEDULE:

	Q1			Q2			Q3			Q4		
	2011			2012			2012					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design									65%			85%
Bid & Award												
Construction												

BUDGET STATUS:

PROJECT BUDGET: \$660,000

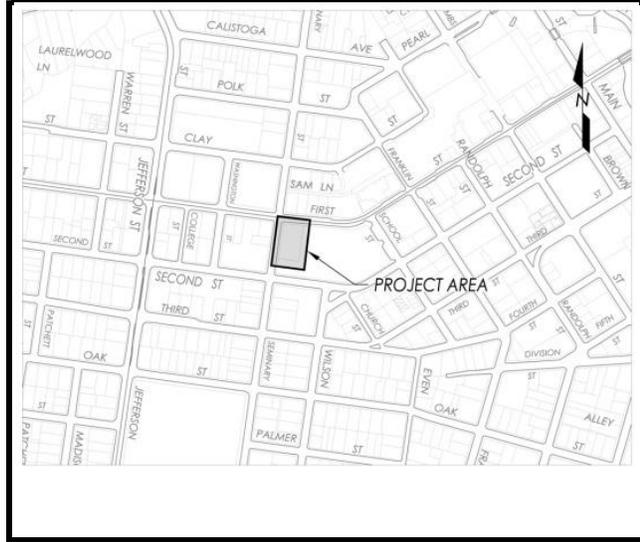
BUDGET EXPENDED TO DATE: Approximately \$6,000 of in-house engineering costs have been expended. The approximate percentage complete reflects the total design task progress to date.

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

FIRE STATION NO. 1 SEISMIC RETROFIT PROJECT NO. MS12FD02

PROJECT DESCRIPTION:

This project will provide seismic retrofit upgrades to the Fire Station No. 1 structure as required to prevent catastrophic structural failure during a large earthquake event.



PROJECT MANAGEMENT:

Ernie Cabral, Associate Civil Engineer
Public Works Department - Engineering Division

PROJECT STATUS:

ZFA Structural Engineers has completed the preliminary analysis of the building which resulted in a report, cost estimates and recommendations related to seismic retrofit repair options. Based on the analysis, the recommended repair option protects the building occupants and also provides a structure that is designed to be operational following a large seismic event. In addition, it is recommended to include replacement of the chronically leaking roof structures over the offices and dormitory as part of the retrofit project. Removal of the existing roof structure in preparation for replacement provides clear access to most of the seismic repair areas from above causing minimal disruption to the fire station daily activities below. By incorporating a roof replacement into the project, the costs associated with phasing and relocation of personnel and equipment will largely be avoided.

PROJECT SCHEDULE:	Q1			Q2			Q3			Q4		
	2011			2012			2012					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design												30%
Bid & Award												
Construction												

BUDGET STATUS:

PROJECT BUDGET: \$100,000 (Covers the majority of design costs. During detailed design, a construction budget will be developed that reflects both the retrofit and roof replacement)

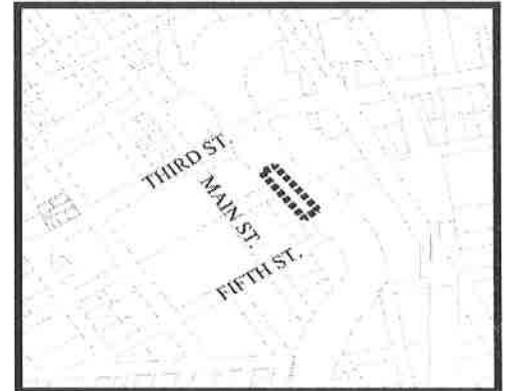
BUDGET EXPENDED TO DATE: Approximately \$35,000 has been spent to date on consultant selection and the preliminary analysis.

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

MAIN STREET BOAT DOCK PROJECT PROJECT NO. MS07PW01

PROJECT DESCRIPTION:

Design and construct a dock with a removable gangway in a flood event. The dock will be larger than the original dock, able to withstand a flood event, and compliment the new Riverfront development.



PROJECT AREA

PROJECT MANAGEMENT:

Mark P. Andrilla, Senior Civil Engineer
Public Works Department - Engineering Division

PROJECT STATUS:

- Schedule Project scheduled for construction in 2013, pending availability of funding. Per direction from City Management, construction in the 2012 season was postponed due to lack of funding.
- Cost / Funding With a 50' reduced dock length, the total project cost has been reduced to be approximately \$1.5M. Despite staff attempts to obtain grant funding, none was available.
- Dredging All dredge sampling and analysis has been completed.
- Permitting The City has finally obtained its Water Quality Certification from the California Regional Water Quality Control Board and a permit from the Army Corps of Engineers. Staff is working with the California Department of Fish & Game to finalize the Draft Streambed Alteration Agreement. The California State Lands Commission is currently reviewing various project documents prior to issuance of a new lease agreement.
- Environmental City Council adopted the Initial Study / Mitigated Negative Declaration and Mitigation Monitoring Program on February 1, 2011. A revised Joint Aquatic Resource Permit Application has been submittal to the Regional Water Quality Control Board.
- Design Per direction from City Council, the dock has been shortened by 50 feet. Revised construction plans were received in June 2011. Final comments are being addressed by the dock designer.

PROJECT SCHEDULE

Actual Percentage Complete

Component	Start Date	FY End Date	Actual Percentage Complete											
			2011 Q1			2012 Q2			2012 Q3			2012 Q4		
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design/Permitting	Jan-09	Feb-13												98%
Bid & Award	Feb-13	Jul-13												
Construction	Aug-13	Oct-13												

CURRENT PROJECT BUDGET: \$175,000

BUDGET EXPENDED TO DATE: \$135,000

NOTES: Budget does not include design consultant costs; they are being funded out of NCRA's Riverfront Enhancement budget (12-5072-069-57). The \$175,000 includes Public Works administrative charges, permitting, and grant work.

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

Napa Creek Box Culverts And Flood Terrace Project

PROJECT DESCRIPTION:

The Napa Creek Box Culverts and Flood Terrace Project will install box culverts and improve the existing Napa Creek channel to handle a 100-year storm. This is another piece of the Napa River Flood Protection Project.



PROJECT MANAGEMENT:

Army Corps of Engineers, Napa County Flood Control
Public Works, Construction Division
Mark Tomko

PROJECT STATUS:

The controlling operation during this time period was construction of the concrete culvert in the alley from Seminary Street to Behrens Street just north of Center Street and the start of the in-creek work. The in-creek work includes work near Jefferson Street, Behrens Street, Seminary Street, and near Kohl's Department Store. In-creek work includes grading the banks, bank stabilization and planting, and the addition of environmental enhancements. There is a significant amount of activity with the off haul of dirt and working extended hours to stay on schedule. There were design issues around the Coombs Street Bridge and Behren's Street Bridge that delayed their removal. The Coombs Street Bridge will be removed by the end of August. The Behren's Street Bridge will be removed and replaced with a pedestrian and emergency access bridge. The in-creek work is required to be completed by October 15.

PROJECT SCHEDULE:

	Q1			Q2			Q3			Q4		
	2011						2012					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design												
Bid & Award												
Construction												70%

BUDGET STATUS:

CONTRACT BUDGET: \$15,000,000

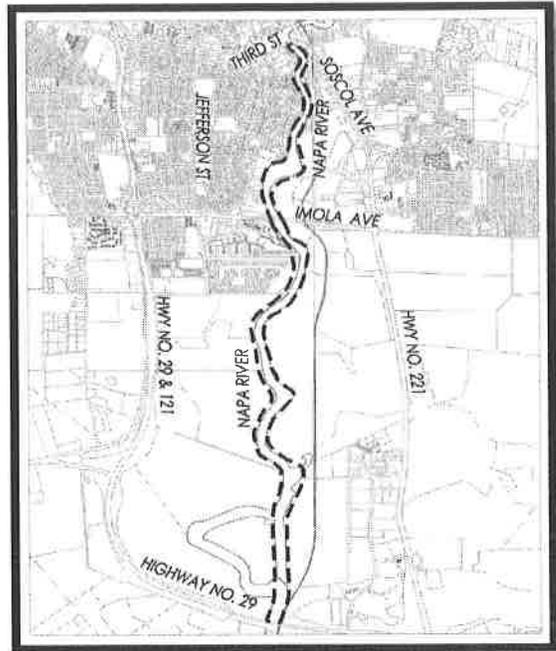
BUDGET EXPENDED TO DATE: Unknown, City is not managing budget

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

NAPA RIVER DREDGING PROJECT (NO PROJECT NUMBER CURRENTLY ASSIGNED)

PROJECT DESCRIPTION:

The Napa River Dredging Project is a limited-scope navigational maintenance dredging project of the Napa River by the Army Corps of Engineers from the Butler Bridge to Third Street.



PROJECT AREA

PROJECT MANAGEMENT:

Public Works Department - Engineering Division

PROJECT STATUS:

The Army Corps of Engineers ('Corps') currently has approximately \$410,000 out of a rough estimate of \$2M to perform limited maintenance dredging from the State Highway 29 (Butler) Bridge to Third Street (down from the previous balance of \$700,000). Nevertheless, the Corps has agreed to begin a dredge project for this reach. The Corps completed their new hydrographic survey in May 2012. In addition, the City and the Napa County Flood Control District have agreed to start the dredge sampling and analysis process with the Corps' Dredged Materials Management Office ('DMMO') both for the river dredge and the City's project to dredge the Boat Ramp at JFK Park in the summer of 2012. Depending on the Corps' ability to fund a river dredge project, the City remains open to contributing available funds as well.

PROJECT SCHEDULE:	Q1			Q2			Q3			Q4		
	2011						2012					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design / Permitting												0%
Bid & Award												
Construction												

BUDGET STATUS:

PROJECT BUDGET: None.

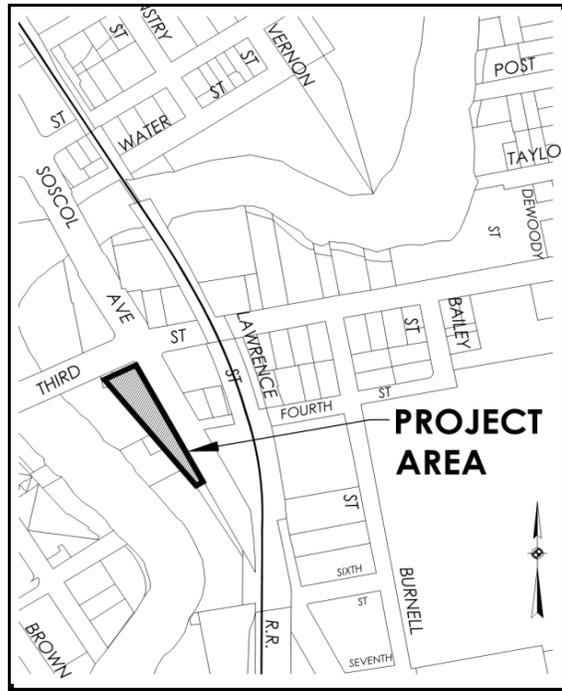
BUDGET EXPENDED TO DATE: None

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

RIVERFRONT GREEN PROJECT PROJECT NO. PK06RA02

PROJECT DESCRIPTION:

The Riverfront Green Project consists of the development of a park site located at the southwest corner of Third Street and Soscol Avenue.



PROJECT MANAGEMENT:

Mike Socorro, Junior Engineer
Public Works Department, Engineering Division

PROJECT STATUS:

The project has been designed for the Napa Redevelopment Agency by Gretchen Stranzl McCann Landscape Architects (GSM). Due to the project location being adjacent to the Napa River, the City has had to work closely with the Flood District and the Army Corps of Engineers to incorporate various conditions of approval. The project was advertised for construction bids at the beginning of August 2011. The Flood District and the Army Corps of Engineers gave final approval of the advertised plan set. Bids were opened on August 30, 2011. G.D. Nielson was determined to be the best and lowest bid and was awarded the contract on September 20, 2011. A Notice to Proceed for construction was issued in October 2011. Construction was completed in June 2012. The project will not be finalized until the 90-day maintenance period (for landscaping items) is completed.

PROJECT SCHEDULE:

	Q1			Q2			Q3			Q4		
	2011			2012			2012					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design		100%										
Bid & Award			100%									
Construction									75%			99%

BUDGET STATUS:

PROJECT BUDGET: \$756,000

BUDGET EXPENDED TO DATE: Approximately \$30,000 of in-house engineering costs have been expended. Approximately \$85,000 has been expended for all other design costs (GSM contract, public art, utility coordination, project advertisement, etc.). And approximately \$575,000 has been expended in construction costs.

CAPITAL IMPROVEMENT PROJECT STATUS REPORT

SENIOR CENTER FLOOR REPLACEMENT PROJECT NO. FC12PR01

PROJECT DESCRIPTION:

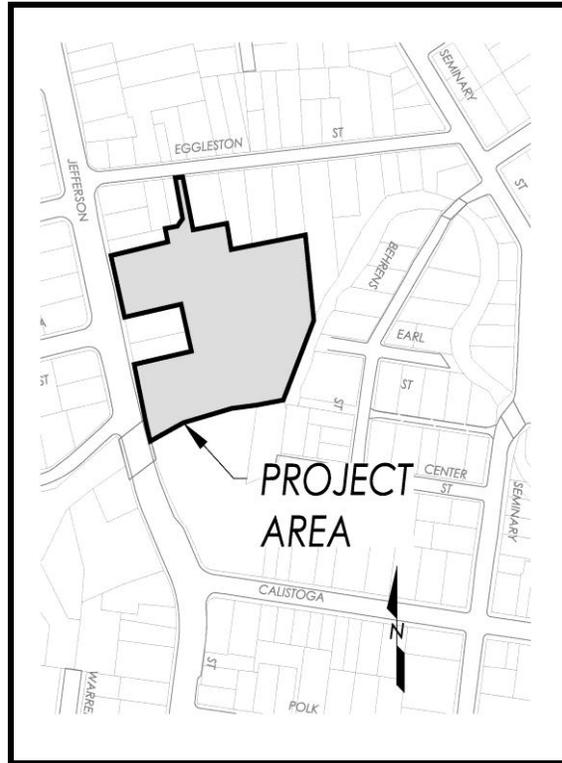
The Senior Center Floor Replacement Project consists of replacing the existing wood and vinyl tile floor in the Social Hall, adjoining dining area and large kitchen. The existing flooring in these locations is at least 30 years of age, in disrepair and is no longer cost effective to maintain. The replacement flooring will consist of hardwood floor in the Social Hall and adjoining dining area and commercial grade linoleum in the kitchen.

PROJECT MANAGEMENT:

David Perazzo, Parks Superintendent
Parks & Recreation Services Department

PROJECT STATUS:

Project construction was completed June 1, 2012.



PROJECT SCHEDULE:

	Q1			Q2			Q3			Q4		
	2011			2012			2012			2012		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Design												
Bid & Award										100%		
Construction												100%

BUDGET STATUS:

PROJECT BUDGET: \$195,000

BUDGET EXPENDED TO DATE: \$116,000



CITY of NAPA

Report on Service Center (CRM) activity Q4 FY 2011-12

The City of Napa Citizen Relationship Management (CRM) system is a web-based software system that contains a database of frequently asked questions and answers, allows a citizen to submit questions that are routed to staff based on the question content, and allows citizens to submit 27 different types of specific service requests.

This report focuses on the service request component of the CRM system, and specifically, the 24 service requests that are processed by the Public Works and Parks and Recreation Services departments. These two departments handle the bulk of external service requests.

Service requests can be fully completed online by the citizen through the Service Center portal accessed from www.cityofnapa.org. Internally, staff can generate service requests on behalf of the citizen as information is delivered in telephone calls, email, or in-person contact.

A total of **473 external service requests** were submitted to Public Works and Parks and Recreation via the CRM system in the fourth quarter of FY 2011-12. Of these 473, 449 were closed within the quarter. This is 47 more requests than submitted in the third quarter of FY 2011-12 and 23 more than the number submitted one year ago in the fourth quarter of FY 2010-11.

The accompanying table shows the total number of service requests made in the 24 request types handled by Public Works and Parks and Recreation Services during the period Apr 1-June 30, 2012, and shows performance in responding to and closing requests within the City's expected timeframe, or Service Level Agreement (SLA.) Categories highlighted in green met or exceeded the SLA.

NOTES:

SLAs were not met or exceeded in only 5 of 24 service request types for this reporting period. In 3 of the 5 non-conforming categories, the SLA was missed by less than half a work day. This represents one of the best levels of performance since the CRM system was instituted.

Revised Service Level Agreements (SLAs): Working with Public Works staff, the SLAs have been increased on four service requests:

- The SLA for “Light Out” has been raised from 3 days to 10 days
- The SLA for “Street Sweeping” has been raised from 3 days to 5 days
- The SLA for “Traffic Signal Malfunction” has been raised from 1 day to 2 days
- The SLA for “Pothole” has been raised from 2 days to 3 days.

These new SLAs better reflect the time required to complete needed work with available staff and workloads. These new SLAs were instituted during the third quarter of 2012-12 and are reflected in this quarter’s report.

Graffiti: The number of requests under the “graffiti” category is not reflective of the total number of graffiti issues submitted to the City. This is due to many graffiti reports being processed outside the CRM system.

Traffic signal malfunction: This service request needs to be modified to better reflect the types of reports that are being received from the public. The initial concept of this service request was to receive citizen reports of traffic signals that were fully malfunctioning, but more often the PW Department is receiving reports of signals with timing issues, or detection issues. These reports require a longer period of time to close, as staff often makes more than one site visit to evaluate and solve the problem. The SLA on the current request has been revised until the SR is split into two distinct reports.

External Service Requests closed by Public Works and Parks and Recreation Services

Apr 1-June 30, 2012

Service Request Type	Number this quarter	Average no. of days open	SLA
Bad sidewalk or curb	8	3.01	5
City landscaping issue	23	4.13	6
Clogged storm drain	1	0.96	1
Construction site problems	1	2.5	1
Dead Animal	33	0.66	1
Graffiti	2	1.42	2
Light out	68	1.9	3
Litter or debris	26	1.38	2
Miscellaneous park/public space issue	5	3.54	5
New streetlight	0	0	5
Ongoing drainage problem	4	4.73	5
Park issue	32	5.31	5
Pollution report	0	0	1
Pothole	53	2.22	2
Rough road surface	11	3.26	5
Sign problem	15	1.97	2
Street sweeping	5	0.19	2
Traffic signal malfunction	18	1.35	1
Tree issue	134	2.69	5
Utility pole issue	4	0.98	5
Water leak	1	0.75	1
Water pressure problem	1	5.79	1
Water quality issue	0	0	1
Weeds	4	3.82	5