

EXECUTIVE SUMMARY

OFFICE OF THE INDEPENDENT BUDGET ANALYST REPORT

Date Issued: December 1, 2011

IBA Report Number: 11-68

City Council Docket Date: December 6, 2011

Item Number: 331

Preliminary Statement of Work for Street/Sidewalk Maintenance

The Managed Competition Guide requires that “service levels will be based on current status and/or what the City is required to perform per existing Ordinance”. In reviewing the PSOW for Streets and Sidewalks, the Rules Committee expressed concerns about several low service levels (e.g. for pothole and sidewalk repairs) and the Mayor’s Office advised the Committee that it was up to the City Council to set the desired service levels. This was a misunderstanding of the process that has been clarified following Mayor’s Office discussions with the City Attorney’s Office and the IBA.

While service levels cannot be increased in the PSOW, staff has considered the feedback received from Rules Committee members, the IBA, AFSCME 127 and MEA, and have made substantial changes to the earlier drafts of the PSOW within the parameters of the Guide. The major change is a refinement of the service levels to include not only overall averages but also higher standards of performance that match to the City’s current level of service, for a certain percentage of the activities. For example, for pothole repairs, in addition to the eight day average for all repairs, they have provided performance measures for fixing potholes within three days and six days that match to the City’s existing service delivery for a portion of the work. This is a preferential approach to providing only averages in the PSOW as it more accurately portrays current City service delivery standards. Bidders will be asked to propose to these minimum performance requirements.

Based on the substantial revisions that have been made to the PSOW in response to feedback received at Rules Committee meetings and recognizing the constraints of the Guide, we recommend the following:

1. Recommend Council approval of the Streets and Sidewalks PSOW.
2. Recommend the issue of coordination and communication between Streets work forces internally and with other City departments be discussed in greater detail with City Council prior to transitioning this function to the successful proposer.
3. Recommend Rules Committee consider the process improvements proposed by the IBA on Page 5 to facilitate the Council’s and IBA’s evaluation of service levels included in future PSOW’s.