

NCWP Community impact statement re STATE OF STREET REPORT

CF 17-1311 – 2017 FUSE Corps Fellow Report / Street Related Infrastructure
CAO File No. 0220-05425-0000

NCWP recognizes the need to coordinate infrastructure projects in order to reduce duplication among City departments, provide transparency to city stakeholders and produce efficiencies in quality, cost and timeliness of street infrastructure repairs.

NCWP fully endorses Tier 1, 2 and 3 recommendations which include, but are not limited to the following:

- 1) online reporting of request tracking for funded and non-funded requests, giving the public visibility into the number of requests made for items such as specific street repairs, tree trimming, etc. and whether they are scheduled and funded
- 2) establishment of a citywide lead office on all right-of-way infrastructure programs
- 3) promote transparency with utility partners and the public by posting the entire projected annual resurfacing plan online with monthly updates of work completion in a user friendly format
- 4) streamline contract processing time and strengthen contract language to consistently include performance metrics
- 5) resolve constituent issues with closed status messaging which would require making enhancements to the LA311 CRM system

We request comments from the Board of Public Works on the creation of an "Office of Infrastructure Management," past and current practices, and any redundancies and efficiencies such an office would eliminate or create.

We also request that the City include and publicize an expedited schedule for review and implementation of the various elements addressed within CF 17-1311, as well as full and timely disclosure of any elements not being pursued and why.