My Maintenance

CalCities PWI

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Director of Public Works/City Engineer

Meeting Date: March 14, 2024
• Benjamin A. Fine, P.E.
  • BS, MS, MBA
• Consultant
• City of Pismo Beach
  • Engineer 2008 – 2012
  • Director of Public Works/City Engineer 2013 – present
• Cal Cities PW Department Immediate Past President
Pismo Beach

• Halfway Between LA and SF
  • Not the LA not the Bay
Major City Goals

• Maintain a Focus on Public Safety
• Water Supply, Conservation and Central Coast Blue
• Community Character, Beautification, and Quality of Life for Residents
• Traffic, Circulation and Parking
• Housing and Homelessness
Community Character, Beautification, and Quality of Life for Residents

**Goal statement**: Build on the strength of our local community to preserve the City’s “Classic California” charm and ensure an exceptional quality of life for residents.
Perception is EVERYTHING
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Assignment

• Provide a higher level of service
• Be more accessible to the public
• Beautify neighborhoods

• DO NOT INCREASE COSTS
• DO NOT INCREASE STAFFING LEVELS
What Do Citizens Want

- Be heard
- Feel Valued
- Be heard
- See results
- Be heard
- Have a point of contact
- Be heard
- Be heard
Service Delivery Model

- Services to be delivered based on available models
- Management
- Strategy
- Opportunity
- Plan work and Resources
- Procedure
- Delivery – Manage Resources and Expectations
- End Product

Service delivery are guided by policies and frameworks
How Are Other Services Provided

• Police – My Cop
• Fire – Fire Safe Council
• ER – Online Check In
• Deli Counter – Take a Number
Service Delivery Model

- **Management**
- **Strategy**
- **Opportunity**

**Services to be delivered based on available models**

**Plan work and Resources**

**Procedure**

**Delivery – Manage Resources and Expectations**

**End Product**

**Service delivery are guided by policies and frameworks**
My Maintenance

• 1st Friday of every month
• Door hangers
• “Point of Contact”
• Email address

  • mymaintenance@pismobeach.org
    • Director of Public Works
    • Facilities Manager and Lead Workers
Five Zones

ZONE 1

ZONE 2

Zone 3

ZONE 4

ZONE 5

ZONE 6
Department of Public Works
760 Mattie Road
Pismo Beach - 93449
(805) 773-4656

My Maintenance Program

The City of Pismo Beach is proud to announce the “My Maintenance” Program. A member of the City’s maintenance crew will drive your neighborhood once a month to take care of miscellaneous items, such as pulling weeds in the right-of-way, removing graffiti, and fixing broken signs. Larger tasks that cannot be completed on your routine maintenance day will be added to the work log for future completion.

Why My Maintenance?

One of the City Council’s top goals is to “build on the strength of our local community to preserve the City’s ‘Classic California’ charm and ensure an exceptional quality of life for residents.” Some of the priorities of this goal include:

- Investing in neighborhoods
- Implement community beautification strategies
- Deliver exceptional services to the public

To achieve this goal, city staff has developed the “My Maintenance” program.

The City has been broken up into 6 maintenance zones. The boundary for each zone can be found at https://www.pismobeach.org/mymaintenance or by scanning the QR Code. If you notice something in your neighborhood that you feel needs the attention of your My Maintenance professional, please email mymaintenance@pismobeach.org.

Hi, my name is Francisco Fuerte, and I am excited to be the “My Maintenance Professional” for your neighborhood zone, and providing excellent public services is a passion of mine. On the first Friday of each month, I will be driving your neighborhood with my construction lights on, looking for ways to improve your neighborhood. Feel free to flag me down if there is something specific you feel needs attention.

Please be patient during my initial months. I will be working hard to bring your neighborhood up to the City Council’s standards. Over time, I expect to have more time to devote to special projects. Please remember, some jobs will require two or more people to complete and for those jobs, we will have to return on a later date. Look forward to serving you and your neighbors.

[Signature]
Contact Information

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Questions?