

# 26th ANNUAL PRODUCTIVITY & QUALITY AWARDS

 This year, the Los Angeles County Public Works Department continued to be recognized for outstanding innovation, picking up eight awards for excellence from the County's Quality and Productivity Commission.

The Department's groundbreaking iPhone App, developed in-house, received the Commission's Best Application of Technology Award while the My Waterworks Account Manager (MyWAM) online program

walked away with the Best Service Improvement Award.

The Commission also acknowledged six other outstanding Public Works projects with special plaques and certificates.

The awards were presented during the Commission's 26th Annual Productivity and Quality Awards ceremony held recently at the Dorothy Chandler Pavilion.

The Commission was established in 1987 and continues to recognize programs that take an innovative approach to improve services and cost savings. This year the Commission recognized 28 County departments with awards for 70 projects.

**This year's award-winning recipients are:**

## Best Application of Technology - iPhone App Chief Information Office

The iPhone App, The Works™, provides the public with a convenient way to request services or to report issues related to wind damage, graffiti, pothole, illegal dumping, building code violation, or street sweeping.



The app uses the built-in iPhone Global Positioning System and camera features to capture the incident location and image. Requests are automatically routed to the responsible Public Works business unit for timely resolution.

For requests outside the County's service area, The Works™ displays the referral information of the responsible city. Reports and incident maps are available for staff to better manage resources and respond efficiently.



## Special Merit Plaque - LA County's Regional Traffic Management System Traffic & Lighting Division

The LA County's Regional Traffic Management System's primary purpose is to reduce congestion and travel times while improving transportation efficiency, safety, and mobility for all Los Angeles County travelers. The key component of the program is the Advanced Traffic Management System, which includes a cutting-edge communication network that allows an agency to

remotely monitor traffic signals and conditions on a real-time basis from the Traffic Management Center. The remote monitoring enables any agency to diagnose problems and implement solutions in a matter of seconds.

The Regional Traffic Management System is structured to foster teamwork between Public Works and the Cities. These systems have been deployed at over 700 traffic signals across the County involving nearly 40 cities (out of 88) with the goal of relieving traffic signal congestion Countywide.



## Best Service Improvement - My Waterworks Account Manager (MyWAM) Waterworks Division and Information Technology Division

MyWAM is a new online account management tool that enables water customers to directly access their account information and pay their bills via credit card or eCheck, saving customers time and money through reduced phone calls and in-person visits.

Combined with a new back-end billing system, MyWAM provides greater flexibility in developing rate structures that encourage water conservation, more user-friendly graphical user interface and efficient navigation, and better customer service tools for resolving account issues and communications. It also offers enhanced security, audit logging, administrative tools, flexibility in bill content and presentation, significantly enhanced on-demand reporting tools, and interfaces to existing County systems.



## Traditional Plaque – Big Tujunga Dam Rehabilitation Project Water Resources Division

The Big Tujunga Dam Seismic Rehabilitation and Spillway Modification Project was a geotechnical, structural, hydraulic, mechanical, electrical, and control system dam rehabilitation. This \$100 million retrofit project was the biggest and most challenging engineering and construction project in Public Works history. Partnering with Federal, State, and local agencies, the project included

rehabilitating and strengthening the dam by constructing a thickened arch buttress to withstand a major earthquake and adding a new spillway to safely pass an extreme flood. Restoration of the dam's full reservoir capacity now results in an annual average increase of local water supply of 4,500 acre-feet, which is the equivalent of supplying 9,000 households per year. The project also allows for environmental enhancements. The new 24-inch valve can make low-flow releases to recharge stream flow to benefit downstream habitat especially the federally listed threatened Santa Ana Sucker fish.

## Certificate of Recognition – Solid Waste Information Management Systems (SWIMS) Environmental Programs Division

SWIMS is a web-based online application that collects and manages information regarding nearly 30,000 tons of trash generated throughout the County each day. The system allows over 200 waste haulers and solid waste facility operators to enter the quantity of recyclable materials captured, trash disposed of at landfills, and materials exported outside the County. The system's new feature, methane gas detection, is the first of its kind in the United States. It allows users to determine if a property may be subject to methane gas intrusion based on its proximity to landfills or oil/gas wells.



## Traditional Plaque – Risk Management System Dashboard Survey/Mapping & Property Management Division



To enhance risk management and in an attempt to reduce costs for employee injuries, the Risk Management System Dashboard was created. The Dashboard identifies, characterizes, and reports general liability and workers' compensation claims; improves the Department's application of Corrective Action Plans and Summary Corrective Action Plans; and provides informational resources to ensure deliverables and risk reductions are completed.

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## Certificate of Recognition – Los Angeles River Cooperation Committee *Watershed Management Division*

The LA River Cooperation Committee is a joint working group of the LA County Public Works/Flood Control District and the City of Los Angeles, with the United States Army Corps of Engineers serving in an advisory capacity. The Committee shares information, evaluates, and makes recommendations about public, private, and nonprofit sector projects along the upper reach of the Los Angeles River within the City of Los Angeles. Through this Committee, there is improved communication and efficiency in developing Los Angeles River projects that benefit communities in the City of Los Angeles and the Flood Control District.



## Certificate of Recognition – Heal the Coastline by Low-Flow Diversion Projects *Design Division*

To reduce bacteria levels at the waters of Santa Monica Bay and Marina del Rey, Public Works constructed several Low-Flow Diversion projects to divert the low flow during summer-dry and winter-dry periods from existing storm drains to the sewer lines for sewage plant treatment. Diverting the low flow away from the water bodies resulted in reduced bacteria levels around the storm drain outlet areas by more than 70 percent between 2005-2010.

