

PUBLIC SERVICES FACILITY USAGE & MAINTENANCE REPORTS									
Month of April 2019									
CORTEZ PARK & SENIOR CENTER					SHADOW OAK PARK & COMMUNITY CENTER				
Special Events					Classes		Participants		NOTES:
Title		Monthly			Tiny Tots		326		Average 16.3 participants at Camp / per day number
Egg Hunt		180			Parent Participation Pre School		100		parents and/or grandparents.
Evening Dance		62			Karate		13		
Volunteer Luncheon		180			Lil' Ninjas		11		
Nutrition Program		3420			Soul Line Dancing		59		
Presentations					Stretch & Move		25		
Estate Panning Pres.		40			Get Fit		4		
Stress Busting Program for Caregivers		24			Piano		13		
					Music and Movement		11		
					Cheer		4		
					Ballet		8		
					Baby Ballet		1		
Excursions					Beginning Internet		48		
Title		Monthly			Photography		48		
Dodger Stadium Tour		30			Intro to Computers		48		
Mt. Sac Classes - class counts are reported by Instructor to Staff									
Title		Monthly	Daily Average		Mt Sac Healthy Aging 8-9am MWF		600		registered about 60 attending
Computing Level 1			48		Mt Sac Healthy Aging 1-2pm TTh		490		registered and attending
Computing Level 2			48		Mt Sac Fall Prevention 1230-2pm MWF		600		registered and attending more advanced stretching class
Computing Level 3			48		Total		2409		
Tole Painting			46		Facility Rentals		15		Note: One Church 5 days, 500 attendance. Another Church 8 days, 1800 attendance. 2 rentals 500 attendance.
Watercolor			116						
Healthy Aging		960							
Yoga		440							
Calligraphy		225							
Tai Chi		245							
Creative Computing			46						
Digital Photography			46						
Home Gardening			46						
Clubs		145							
Paid Fee Classes					CAMERON PARK & COMMUNITY CENTER				
Title		Monthly	Daily Average		Event type:		Participants		NOTES:
Zumba Gold			267		Youth League		1		Per season
Line Dancing Pam			106		Adult Leagues		1		League currently in season
Happy Line Dancers			180		Classes		671.9		Gymnastics, Karate, Kung Fu, Belly Dancing & Cheer
Gentle Exercise			37		Mt. Sac Classes - class counts are reported by Instructor to Staff				
NEW! Ballroom Dance			42		Title		Monthly		Daily Average
Young at Heart Yoga		19			Life Long Learning				39
Case Management		8			Jewelry				29
Legal Assurance		18			Sewing & Design				100
Coffee Card Sold		26			Passports		82		
Daily Coffee Tickets		56			Total Participants		755.9		
Farmer's Market Voucher					Rentals		Number		
Total Participants		2676	1076		Gym rentals		107		
					Multi-purpose room rentals		3		
					Open Play Basketball		599		
					Pavilion Rentals		35		
					Total Facility Rentals		744		168
					DAYCARES				
					Site		Total Average		
					Palmview Preschool				13.2
					Vine Daycare				38.3
					Wescove Daycare				21.7
					Average Monthly Daycare Attendance				73

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Cortez Community & Senior Center Rentals	Monthly	
CAPS (Mon-Fri)	345	
Church Rental (Every Sunday)	600	
Bible Study (Every Friday)	80	
Large Parties/Receptions (5)	1000	
Meetings (4)	80	
Total Facility Rentals for Senior Center	2105	
Athens Low Income Senior Citizen new applicants	18	
Total All Facility Participants	Monthly	Daily
	8668.9	1317
Total All Facility Rentals	2864	

SPORTS FIELD RENTAL		
Field Name	Season	No. Participants
West Covina Youth Basketball	Jan-April	430
West Covina American Little League	Feb-June	340
West Covina Girls Softball	Mar - July	900
West Covina National Little League	Mar - July	178
West Covina Pacific Coast Little League	Mar - July	174
West Covina Youth Pony Baseball	Feb-May	506
West Covina Youth Soccer	Dec - May	300
TOTAL		2828

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This does not include any reports to the following Departments: Police, Fire, 911 or Building Departments*

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City App Reports Received	
ISSUE TYPE	TOTAL
City Tree Issue	13
Code Enforcement	94
Graffiti	306
*Other Issues	61
Street Maintenance	12
Traffic Signal Issue	4
Trash/Recycling	24
Crime Report	1
TOTAL	515
* Other Issues include the following:	
<i>Homeless issues, shopping cart retrieval, Police issues, Tree requests as well as various other types that don't fit into the above listed types.</i>	

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Average turn around for request to be responded to that were submitted in the MyCity App is	5.67
See attached report from MyCity App for more information	

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Collected	Event
91 pieces = 8,250 lbs.	4/27/2019 E-Waste Collection
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iWorks Reports Received			
Work Order Status type in Work Management Module	No.	Sub Types from Citizen Engagement Module. As of	No.
Active	44	City Facility Repairs	22
Cancelled	4	Code Enforcement	11
Complete	316	City Facility Electrical Issues	2
Referred	2	Graffiti	15
Suspended	0	Illegal Dumping	19
Scheduled	0	Mowing	3
		Park Maintenance	4
		Pot Hole Repair	7
Total Work Orders Generated	366	Sewer	1
		Sign Repair	3
Note:		Street Maintenance	32
<i>IWorQ's Citizen Engagement portal went live on March 18, 2019 which allowed us to search sub types and reports submitted for this month.</i>		Traffic Signal/Street Lights	7
		Trash/Recycling	7
		Tree Related Issues	65
		Other Issues: Include the following types	
		Shopping Cart Retrieval	0
<i>We are in the process of updating software to one (1) program for the Public Services Department and are hoping for implementation of this new program within the next few months. This transition will streamlining the citizen & employee requests into one location and make the process times shorter and more effective and the reports for the Commission easier to</i>		Homelessness Issues	0
		Police Matters	4
		Graffiti on Private Property	
		Bee issues	0
		Coyote Siting	0
		City Department Requests	4
		General comments on City amenities	0
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MyCity App Statistics for the Month of April 2019

25

Total New

291

Total Assigned

2

New Today

2

Resolved Today

ISSUE ACTIVITY						
ISSUE TYPE	NEW	RECEIVED	ASSIGNED	REFERRED	RESOLVED	CANCELED
City Tree Issue	0	2	8	3	0	0
Code Enforcement	0	1	1	90	0	2
Crime Report	0	0	0	1	0	0
Graffiti	0	0	0	30	257	19
Other Issues	0	1	12	37	10	1
Street Maintenance	0	0	8	1	3	0
Traffic Signal Issue	0	0	2	1	1	0
Trash/Recycling	0	1	6	14	1	2

