

My Maintenance

CalCities PWI

Benjamin A. Fine, P.E.

Director of Public Works/City Engineer



Meeting Date: March 14, 2024



Speaker Introduction

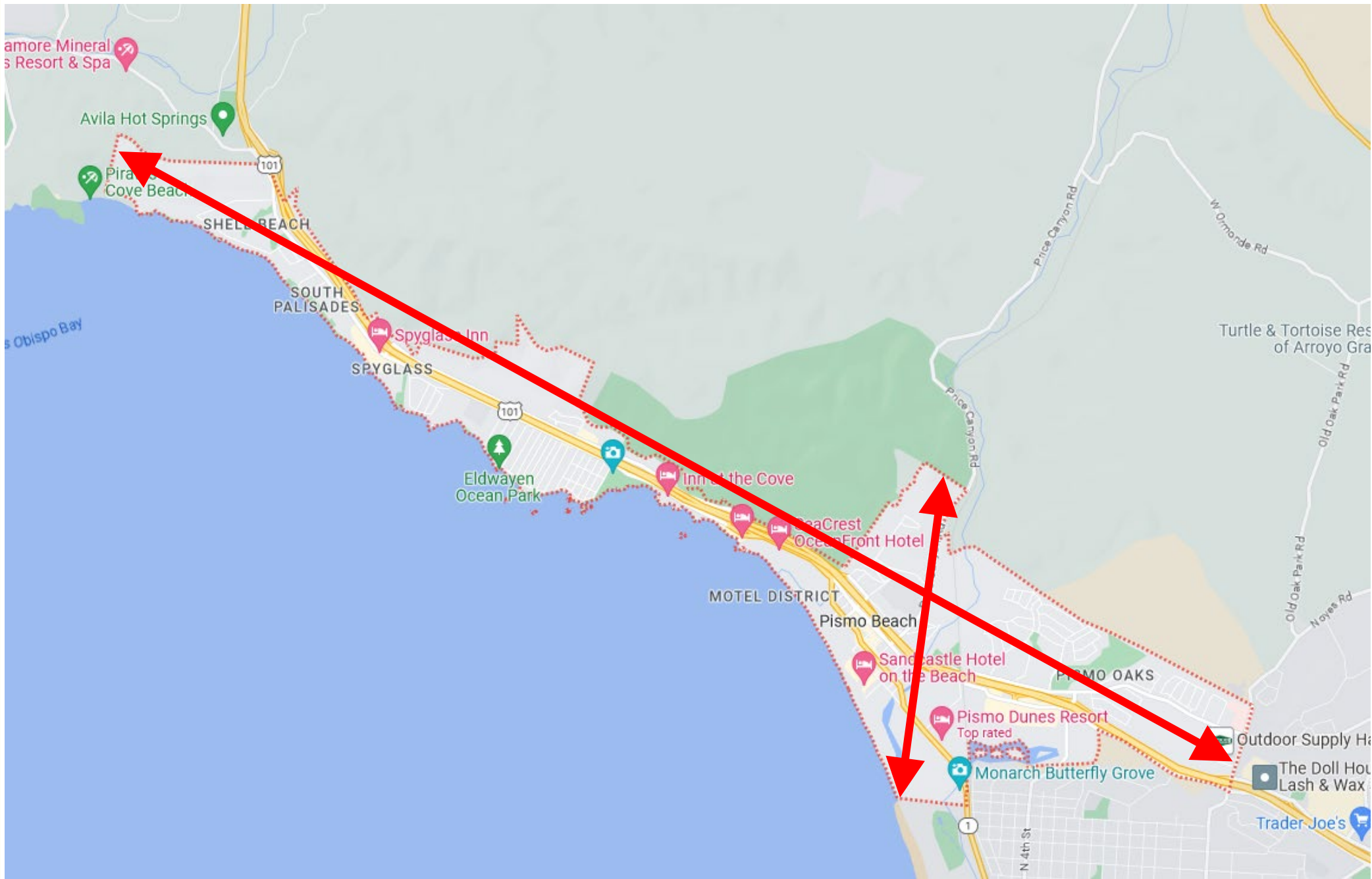
- Benjamin A. Fine, P.E.
 - BS, MS, MBA
- Consultant
- City of Pismo Beach
 - Engineer 2008 – 2012
 - Director of Public Works/City Engineer 2013 – present
- Cal Cities PW Department Immediate Past President



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

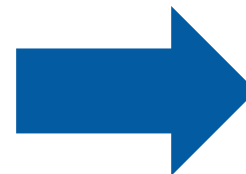
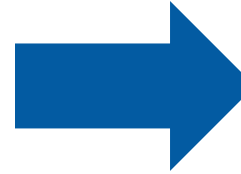
Goal statement: Build on the strength of our local community to preserve the City’s “Classic California” charm and ensure an exceptional quality of life for residents.



Perception is EVERYTHING



Perception is EVERYTHING



Assignment

- Provide a higher level of service
- Be more accessible to the public
- Beautify neighborhoods
- **DO NOT INCREASE COSTS**
- **DO NOT INCREASE STAFFING LEVELS**

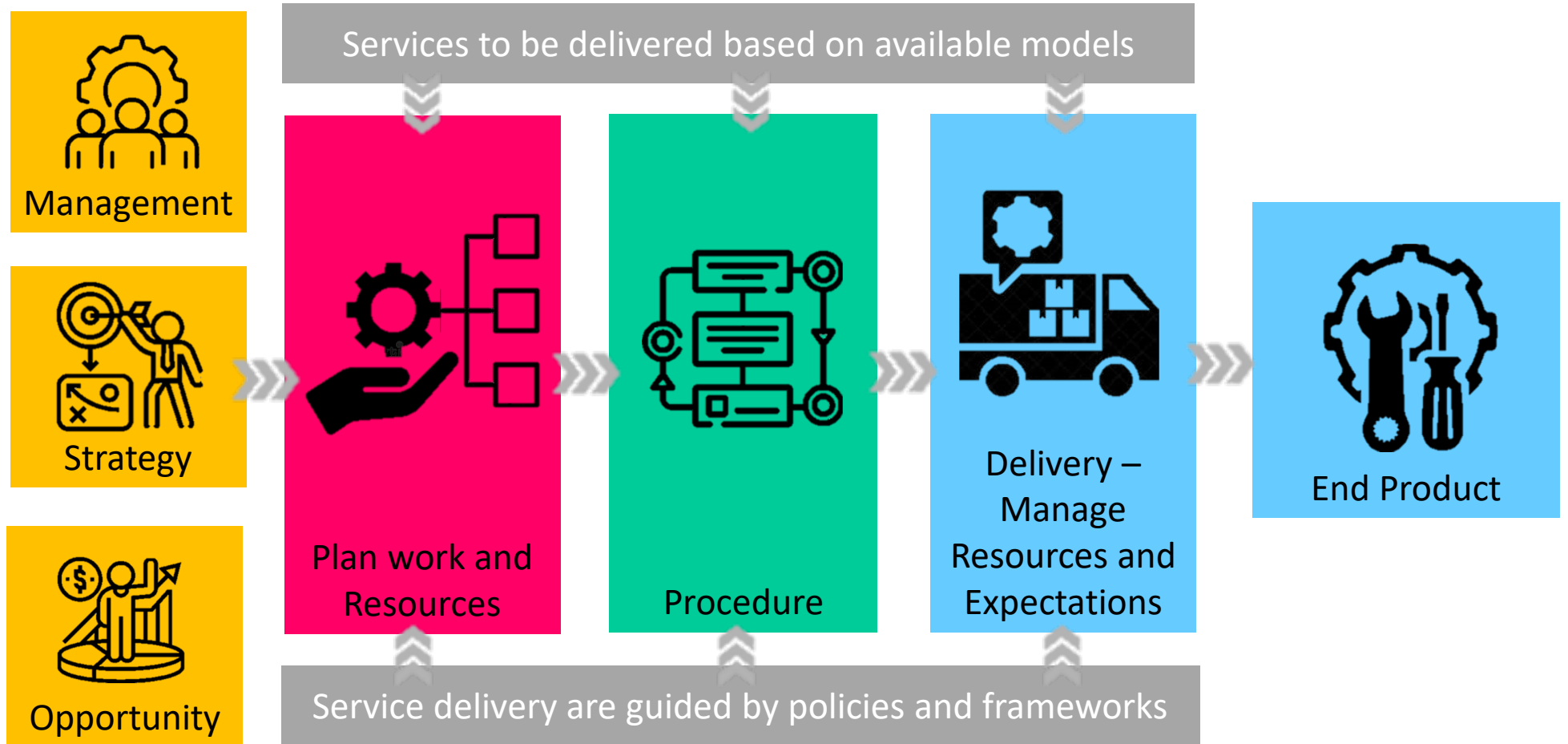


What Do Citizens Want

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



Service Delivery Model



How Are Other Services Provided

- Police – My Cop
- Fire – Fire Safe Council
- ER – Online Check In
- Deli Counter – Take a Number



WHAT ARE THE BENEFITS OF *Concierge Medicine?*

Concierge medicine offers many benefits that conventional practices are unable to provide.



ELIMINATES COMPLICATED RULES

Concierge doctors aren't forced to adhere to the complicated rules of insurance companies, so they can provide the care their members need without thinking twice.

QUICK AND EFFICIENT

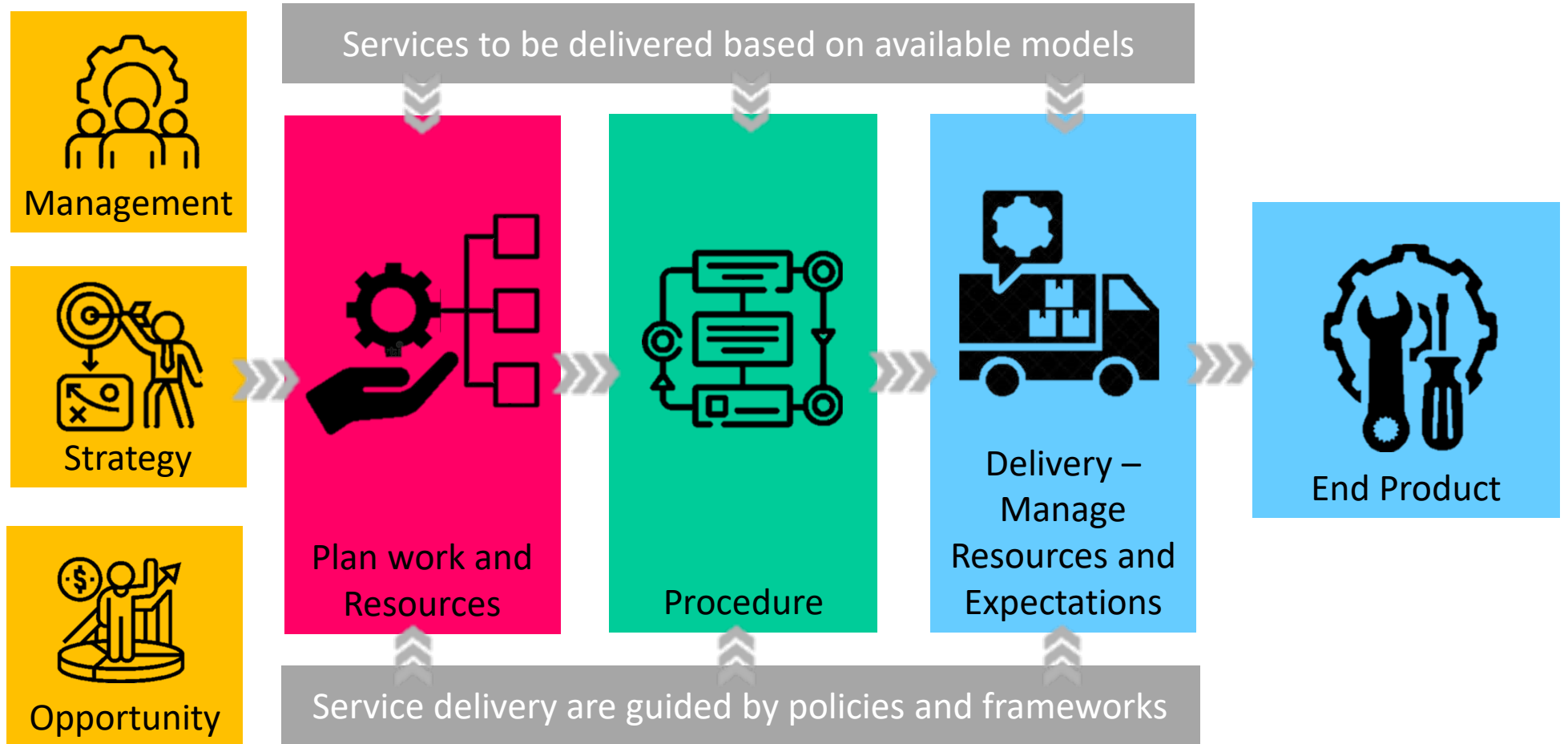
Because your concierge doctor only takes a limited number of members, you can make an appointment that fits your schedule and receive the care and attention you deserve.

ENSURES QUALITY OF CARE

You can enjoy total peace of mind knowing that you're being treated by a physician who knows your name, family, lifestyle, personal struggles, wellness goals, and medical risks.



Service Delivery Model

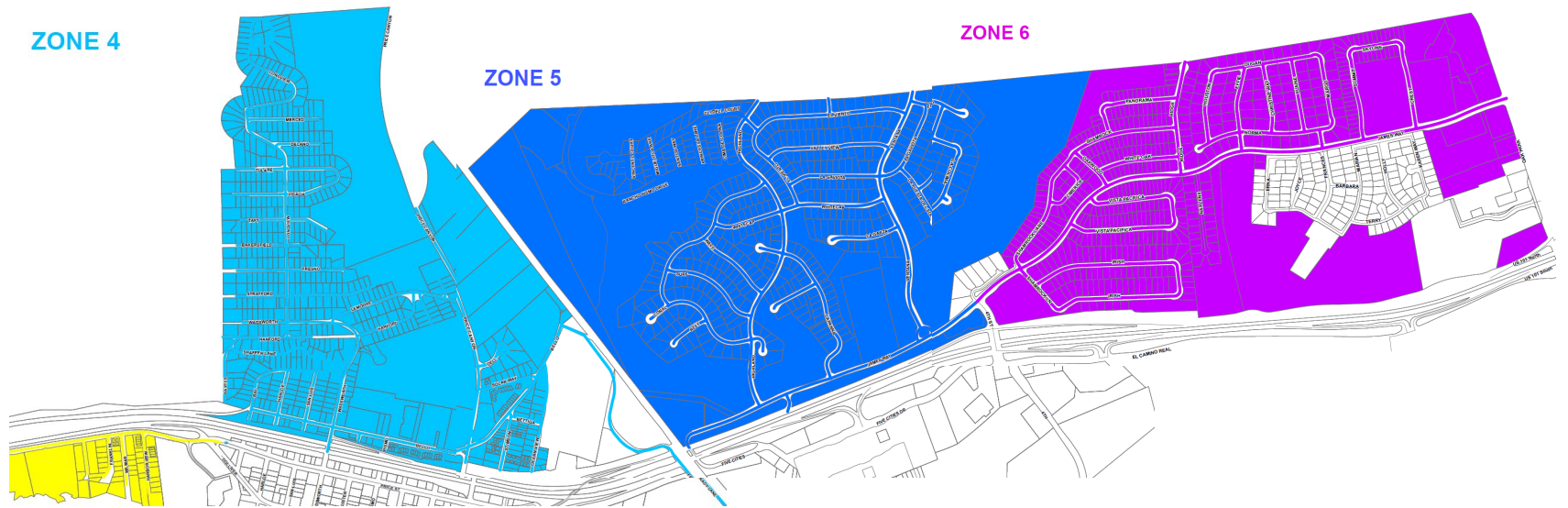
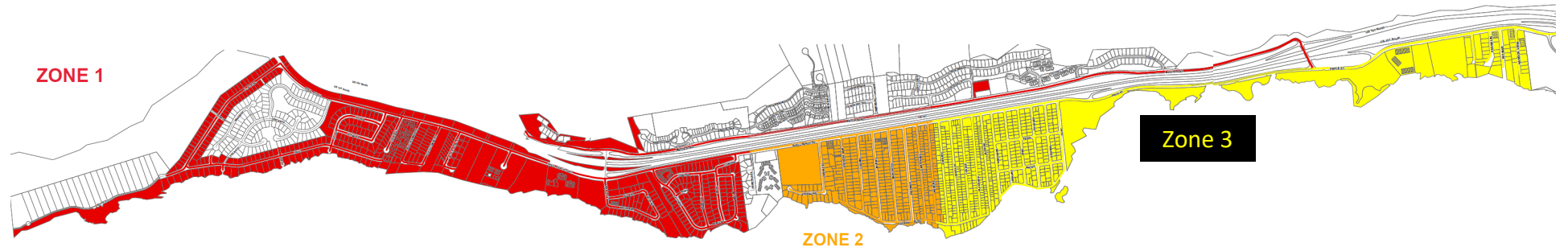


My Maintenance

- 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



Door Hanger



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.pismo beach.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@pismo beach.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. I look forward to serving you and your neighbors.

A handwritten signature in blue ink, enclosed in a pink rectangular box. The signature appears to be "Francisco Fuerte".











Contact Information

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Questions?

