

# Memorandum



CITY OF DALLAS

DATE June 6, 2008

TO Members of the Quality of Life and Government Committee: Pauline Medrano, Chair; Vonciel Jones Hill, Vice-Chair; Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

SUBJECT Street Lighting  
June 9, 2008

Attached is the briefing document that will be presented to you on June 9, 2008. Please note that a Street Lighting brochure has been included in your package.

If you have any questions, or need additional information regarding the attached material, please let me know:

Ramon P. Miguez, P.E.  
Assistant City Manager

## Attachment

- c: The Honorable Mayor and Members of the City Council  
Mary K. Suhm, City Manager  
Thomas P. Perkins, Jr., City Attorney  
Deborah Watkins, City Secretary  
Craig Kinton, City Auditor  
Judge Jay Robinson, Judiciary  
Ryan S. Evans, First Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
A.C. Gonzalez, Assistant City Manager  
David O. Brown, Interim Assistant City Manager  
David Cook, Chief Financial Officer  
Jeanne Chipperfield, Interim Director, Office of Financial Services  
Edward Scott, Interim Director, Office of Financial Services  
Helena Stevens, Assistant to the City Manager – Council Office  
Rick Galceran, P.E., Director, Public Works and Transportation

# Street Lighting

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**Presented to the  
Quality of Life Committee  
June 9, 2008**



**Presenter: Elizabeth Ramirez, P.E.  
Assistant Director  
Public Works & Transportation**

# Purpose of Briefing

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- ❑ **Update on street light maintenance issues and actions since January 08 briefing**
  - Status of street light outages and proactive patrolling
  - Progress of ONCOR tariff negotiations
  - Cost of street light monitoring systems

# Overview

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- ❑ **Background Information on Street Lights**
  - Inventory
  - Maintenance responsibilities
  - How to report a street light outage
- ❑ **Street Light Outages**
- ❑ **New Street Light Technologies**
- ❑ **Status of ONCOR Tariff Revisions**

# Maintenance Responsibilities

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## □ Inventory

- 85,000 street lights citywide in public ROW
  - 72,000 owned by ONCOR
  - 13,000 Non-ONCOR-owned
    - 8,500 TxDOT-owned on freeways
    - 4,500 City-owned (ornamental poles and fixtures)

## □ All lights are maintained by ONCOR

- Creates one stop shop for maintenance reporting
- Original concept was to use one regional provider and lower costs through economy of scale

## □ Cost to maintain ONCOR-owned lights

- Fixed monthly rate corresponds to bulb type, wattage & wiring connection (overhead/underground)

# Maintenance Responsibilities

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## □ ONCOR responsibilities

- Repairs street lights on failure (all reactionary)
- Provides customer service to report outages
- Keeps database of outstanding & completed repairs

## □ City staff responsibilities

- Resolves complaints on repeat calls or lack of service
- Enforces contract requirements
- Warrants and approves new installations
- Patrols streets and freeways for outages

# Maintenance Responsibilities

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## **ONCOR maintains lights on public streets**

- Metal pole lights in street medians
- Metal pole lights facing the public street
- Lights on wood utility poles facing the public street
- Freeway lights

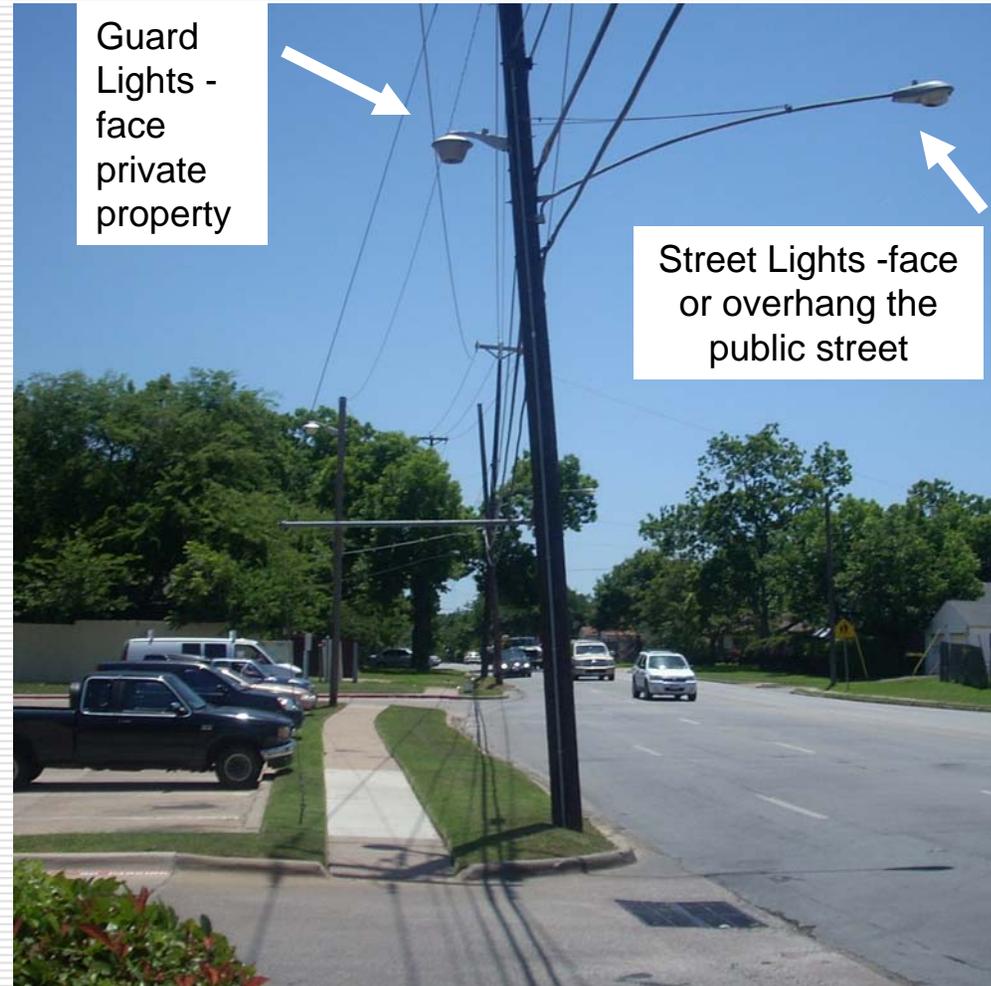
# Maintenance Responsibilities

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- ❑ **Property owners are responsible for lighting private properties**

- **Guard lights**

Private lights that are mounted on wood utility poles in the public right-of-way but face private property



How to distinguish a guard light from a public street light

# Maintenance Responsibilities

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- ❑ **Property owners are responsible for lighting private properties**
  - **Alley lighting**
    - The City does not install lights in alleys
    - Some alley lights are dark because they have been disconnected at the request of the property owner
  - **Security lighting**
    - The City does not install street lights to enhance security



Alley lights are the responsibility of property owners

# Street Light Outage Reporting

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## ☐ Call 311

- First time reports are sent directly to ONCOR
- Repeat requests and repair issues sent to city staff
- Call intake is flexible:
  - In front of 1201 Main Street
  - At the intersection of Norris & Mockingbird next to Luby's
  - 3rd and 4th light north of Buckner and Samuell
- Common malfunctions
  - Bulb burned out
  - Light on during the day
  - Light is cycling on and off (most difficult to identify)

## ☐ Report outages online

- [www.oncor.com/community/streetlights/default.aspx](http://www.oncor.com/community/streetlights/default.aspx)

# Street Light Outage Reporting

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## ❑ ONCOR customer service intake improvements

- ONCOR is now requesting a call back number to obtain additional information on locations
- ONCOR repairs street lights during the daytime and only visit sites with specific information
- Prior to policy change, locations with general area descriptions or bad information went unresolved
- Since call backs started, the number of unresolved outage reports has dropped **67%**

# Street Light Outage Reporting

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- ❑ **ONCOR now providing the following automated customer feedback messages**
  - We received your report
  - Work has been completed
  - No problem found
  - Street light not maintained by ONCOR

# Street Light Outage Reporting

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## □ Residential street light reporting

- City staff proactively patrols major streets for outages
- Currently depend on residents to report outages on residential streets
- City is encouraging residents to report street lights:
  - City staff completed street light brochure (attached)
  - Contacted 480 neighborhood associations to distribute street light maintenance information

# Proactive Patrolling

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## □ Increased resources

- New position created
  - In 2002, street light position cut due to budget constraints
  - In 2007, staff was re-assigned to patrol major streets and demonstrate the value of proactive patrolling
  - In FY 07-08, a position was funded to patrol for outages
  - Since patrolling began, the number of working lights has increased from 83% to 95%
- Partnering to expand number of streets patrolled
  - ONCOR patrol staff
  - DOWNTOWN DALLAS Organization
    - Patrolling downtown streets
    - Percentage of working lights within downtown freeway loop has increased from 86% to 98%

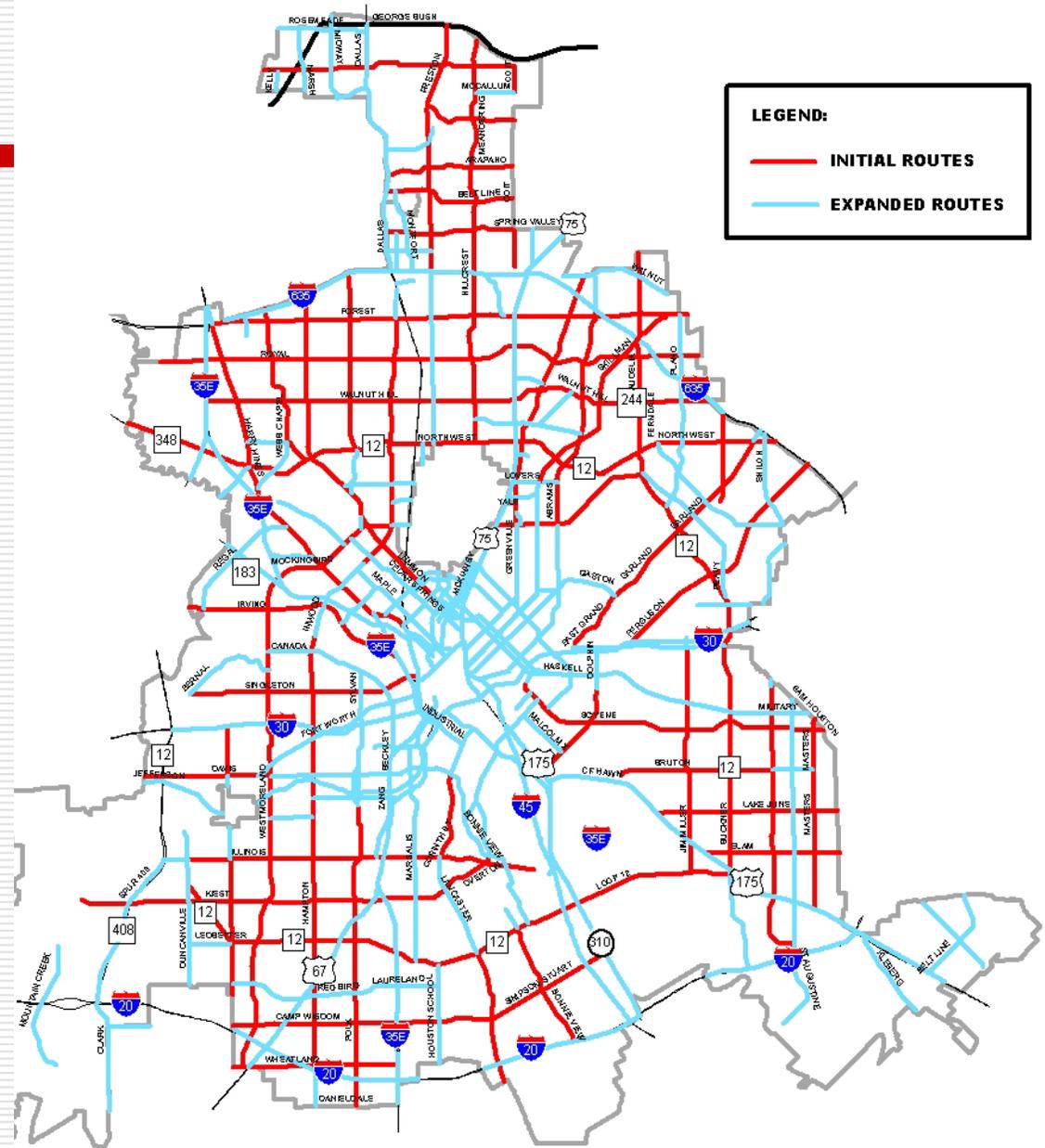
# Patrol Routes

## □ Doubled miles covered

- Initial = 316 miles
- Expanded = 365 miles
- Total = 681 miles

## □ Increased percentage of working lights

- Feb 2007 – **83%**
- May 2007 – 90.4%
- Aug 2007 – 91.5%
- Nov 2007 – 93.6%
- Feb 2008 – 93.7%
- May 2008 - **95%**



# New Street Light Technologies

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## □ Type currently used

- High Pressure Sodium (HPS) (71% of inventory)
  - Industry standard for 25 years
- Mercury Vapor – phasing out equipment on failure

## □ New technologies are under development but not in mass production

- ONCOR must request approval from Public Utilities Commission prior to offering to cities
- ONCOR will be required to prove reliability and cost effectiveness of new technologies
- ONCOR planning pilot projects to test new street light technologies in late 2008

# New Street Light Technologies

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## □ Remote monitoring systems

- Provides automatic and immediate notification of outages, cycling lights and day burners
- Complete monitoring systems (hardware & software) only offered by street light management companies
- Estimated costs
  - Vendor quotes for hardware range from \$80 to \$233 per light
  - Rough estimate to install hardware citywide
    - \$5M to \$17M for 72,000 ONCOR-owned lights
    - \$1M to \$3M for 13,000 City & TxDOT-owned lights
  - Does not include recurring costs for communication links
  - Does not include software development
- ONCOR is considering a pilot project

# Status of ONCOR Tariff Revisions

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## □ Revising the ONCOR Tariff

- A tariff is revised by filing a rate case with the Public Utilities Commission
- ONCOR will file a rate case by July 1, 2008
- Rate cases typically take 12 months to reach a resolution and implement revised rates
- Staff participating in regional committee to discuss maintenance requirements and costs prior to July 08
  - Dallas staff conducted a national survey of maintenance requirements and costs to support upcoming rate case negotiations

# Status of ONCOR Tariff Revisions

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## Flat fees

- ONCOR proposing to simplify the menu of rates
- The simplified menu proposed by ONCOR will not adversely impact the City budget
- The City will have an opportunity to evaluate ONCOR's records and determine if the proposed fees are justified

## Discretionary charges for enhanced services

- Painting poles
- Straightening leaning poles
- Patrolling costs
- Pole numbering
- Scheduled replacement of bulbs and photo cells
- Remote monitoring system (future)

# Status of ONCOR Tariff Revisions

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## □ Response time

- Minor repairs (bulb replacements) from 15 days to 5 days
- Major repairs (cable cuts) remain at 15 days
- Knockdown repairs increase from 15 to 30 days
- Monetary penalty is assessed if response time is met less than 90% of time for routine repairs and 80% of the time for major/knockdowns repairs system-wide for ONCOR
  - \$1M maximum payment for entire ONCOR system
  - Payment pro-rated based on # of street lights in each city
  - Maximum allowable payment to City would be \$144,000
- Staff feels that this penalty amount does not create sufficient incentive

# Status of ONCOR Tariff Revisions

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## ❑ Maintenance history

- Currently outage descriptions vary per location and do not allow trend analysis to detect repeat calls
- ONCOR has committed to using unique identifiers on maintenance tickets
- Requires inventory, GPS and unique ID for each street light
- Cities will have option to place unique numbers on poles but will be charged an additional fee

# Status of ONCOR Tariff Revisions

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## □ Issues

- Penalties for street light outages
  - Staff requested that the tariff allow cities to reduce payments corresponding to the percentage of working street lights
  - ONCOR does not agree to include this in their proposed rate schedule that will be filed in July 2008
  - An alternative would be to offer incentive payments if the percentage of working lights exceeds specified thresholds
- The Public Utility Commission has final authority over rates and service requirements
  - The City has the option to deny the proposed tariff and pursue changes directly with ONCOR
  - If issues not resolved locally, they may be appealed to the Public Utilities Commission

# Next Steps

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- Return in six months with updates on:**
  - Tariff revisions
  - Results of continued patrolling efforts and customer service improvements