

Memorandum



CITY OF DALLAS


DATE October 8, 2009

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

SUBJECT Street Lighting – Process to Repair and Report Outages Briefing
October 12, 2009

Please find attached the briefing materials for the Department of Public Works and Transportation “Street Lighting – Process to Repair and Report Outages” briefing which will be presented to you on Monday, October 12, 2009.

Please let me know if you should need additional information.



Jill A. Jordan, P.E.
Assistant City Manager

c: 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 C. Victor Lander, Administrative Judge
Ryan S. Evans, First Assistant City Manager
A.C. Gonzalez, Assistant City Manager
Forest E. Turner, Assistant City Manager
David K. Cook, Chief Financial Officer
Jeanne Chipperfield, Director, Financial Services
Edward Scott, Director, Controller's Office
Helena Stevens-Thompson, Assistant to the City Manager – Council Office
Rick Galceran, P.E., Director, Public Works and Transportation

Street Lighting – Process to Report & Repair Outages

**Presented to the
Quality of Life Committee
October 12, 2009**



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

Overview

- Background on maintenance responsibilities**
- How to report outages**
- Outage repair and response times**
- City patrolling and performance monitoring**

Maintenance Responsibilities

❑ Inventory

- 86,000 street lights citywide in public ROW
 - 73,000 owned by ONCOR
 - 4,500 City-owned (ornamental poles & fixtures)
 - 8,500 TxDOT-owned on freeways

❑ 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

❑ **ONCOR responsibilities**

- Repairs street lights on failure (all reactionary)
- Provides customer service to report outages
- Keeps database of outstanding & completed repairs
- Requirements defined under regional Tariff that is regulated by Public Utilities Commission

❑ **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



❑ **ONCOR maintains lights on public streets**

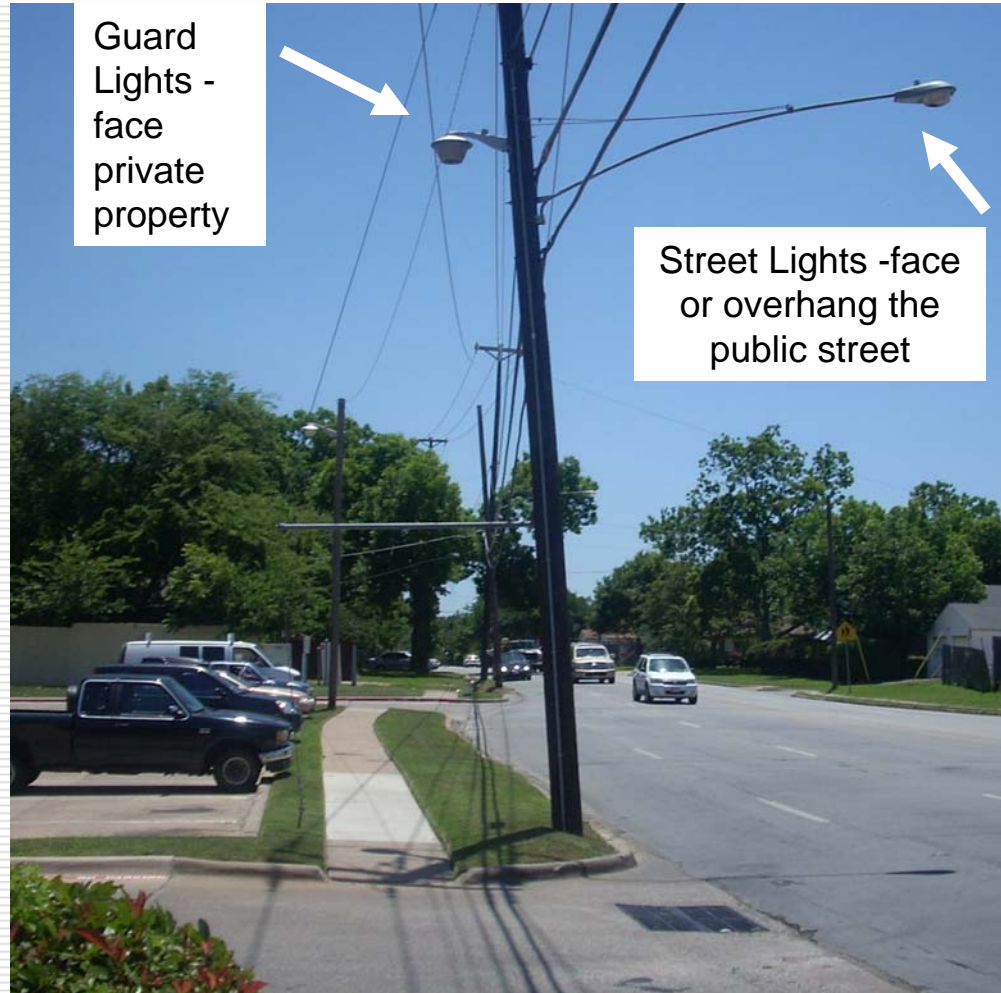
- Metal pole lights in street medians
- Metal pole lights facing the public street
- Lights on wood utility poles facing the public street
- Freeway lights

Maintenance Responsibilities

❑ **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

□ Property owners are responsible for lighting private properties

■ Alley lighting

- The City does not install lights in alleys
- Privately-owned 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

How to Report a Street Light Outage

□ Call 311

- **First time reports are sent directly to ONCOR**
- **Repeat repair issues are sent to city staff using CRMS**
- **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.oncorstreetlight.com

How to Report a Street Light Outage

❑ **ONCOR's Streetlight Outage Reporting System**

- New system launched on August 1, 2009
- New intake screens include a web-based map that displays street light locations and streets
- Allows customers option to enter phone or email contact information and receive automated notification when repairs are completed
- Intake screen immediately creates a work-order for repair crews
- Creates maintenance history for each street light that can be used to identify repeat failures

ONCOR Website – Outage Reporting

www.oncorstreetlight.com

Address:

Enter a location near the light that is out and press go. Or look up a pole number. Or if you are familiar with Google Maps feel free to use the navigation tools to find your area then click the show lights button. **Need Help?** [Instructions](#) or [Street Light Q & A](#)

Guard light, must be reported to the Retail Electric Provider.

If you would prefer to report a streetlight outage by phone, or can't find the light you need to report, please call **1-888-313-4747** or email contactcenter@oncor.com

Please provide either your telephone number or e-mail address so we can contact you for additional information if necessary.

Name:
Phone:
E-mail:

When repair is complete notify me.
 By Email By Phone
IP Add:
Location #:

Please describe the problem.
 Light not on at night
 Several lights out at location
 Pole is k
 Light goi
 Wires in
 Light on during the day
 Fixture in danger of falling
 Broken glass or lens
 Pole is damaged/leaning
 Other - Please describe

Additional information may be provided here.
Light out on Ferguson on first pole south of Millmar

Enter location:

- By address
- By block # and street
- By intersection (street A and street B)

Be sure to enter City and State

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Street Light Guard light, must be reported to the Retail Electric Provider.

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Please provide either your telephone number or e-mail address so we can contact you for additional information if necessary.

Name:
Phone:
E-mail:

When repair is complete notify me.
 By Email By Phone
IP Add:
Location:

Please describe the problem.
 Light not on at night
 Several lights out at location
 Pole is knocked down
 Light flickers on and off
 Light fixture is exposed during the day
 Danger of falling glass or lens
 Light fixture sagged/leaning
 Other - Please describe

Additional information may be provided:
Light out on Ferguson on first p
Millmar

- **Red** icons represent public street lights
- Click on the street light requiring repair

After users click on the street light, a unique identifier will appear in the box

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Please provide either your telephone number or e-mail address so we can contact you for additional information if necessary.

Name:
Phone:
E-mail:

When repair is complete notify me.
 By Email By Phone
IP Add:
Location #:

Please describe the problem.

- Light not on at night
- Several lights out at location
- Pole is knocked down
- Light going on and off
- Wires in pole are exposed
- Light on during the day
- Fixture in danger of falling
- Broken glass or lens
- Pole is damaged/leaning
- Other - Please describe

Additional information may be provided here.

Map data ©2009 Tele Atlas - [Terms of Use](#)

If users can't find a light on the map they can contact ONCOR

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When repair is complete notify me.
 By Email By Phone
IP Add:
Location #:

Please describe the problem.
 Light not on at night
 Several lights out at location
 Pole is knocked down
 Light going on and off
 Wires in pole are exposed
 Light on during the day
 Fixture in danger of falling
 Broken glass or lens
 Pole is damaged/leaning
 Other - Please describe

Map data ©2009 Tele Atlas - [Terms of Use](#)

- Entry of contact information is optional
- Allows field crews to contact customers for more information regarding location or problem
- Option given to receive automated messages when repair is completed

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Street Light **Guard light**, must be reported to the Retail Electric Provider.

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Please provide either your telephone number or e-mail address so we can contact you for additional information if necessary.

Name:
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 Other - Please describe

Additional information may be provided here.

Enter type of problem

ONCOR Website – Outage Reporting

www.oncorstreetlight.com

You have successfully entered a Street Light outage into the Oncor Street Light outage reporting system. For a routine repair, you should expect to see your light repaired within five days.

The ticket number for this outage is 29091.

You may want to make a note of this number or to print a report of this ticket number for your records use the print function of your browser.

Do you need to report more street lights? Select

Thank you for your help in "Keeping the Lights On".

- **After clicking the submit button users will get a ticket number**
- **If multiple outages reported, users may want to write down numbers and associated locations**

ONCOR Website – Outage Reporting

www.oncorstreetlight.com

Address

Enter a location near the light that is out and press go. Or look up a pole number. Or if you are familiar with Google Maps feel free to use the navigation tools to find your area then click the show lights button. **Need Help?** [Instructions](#) or [Street Light Q & A](#)

Street Light **Guard light**, must be reported to the Retail Electric Provider.

If you would prefer to report a streetlight outage by phone, or can't find the light you need to report, please call **1-888-313-4747** or email

- **Blue icons represent privately-owned guard lights**
- **This website does not allow entry of privately-owned lights**
- **Outages should be reported by contacting homeowners or property managers**
- **Blue icons are shown so users are aware of which lights are public versus private**

Additional information may be provided here.
Light out on Ferguson on first pole south of Millmar

Pole is damaged/leaning
 Other - Please describe

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ONCOR Website - Outage Reporting

□ Future enhancements

- Add City-owned street light locations on maps
 - GPS data collection required
- Add TxDOT-owned street lights
 - ONCOR does not desire to add freeway lights to map system at this time
 - Regional issue for all ONCOR customers

Outage Repairs

- ❑ **Repairs are made by ONCOR contractor crews**
- ❑ **Required response times**
 - 5 days - Routine repairs (bulb/photocell replacements)
 - 15 days - Circuit repairs (overhead/underground cable cuts)
 - 30 days - Knockdowns
- ❑ **Annual Penalty**
 - 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
 - Each year, if standards are not met, affected cities receive a portion of the \$1M maximum payment based on defined formulas that consider the number and type of outages not repaired on time

Outage Repairs

❑ Arterial and Residential Streets

- All repairs are scheduled as they are reported
- Lanes blocked for short durations – no barricades or cones required

❑ Freeways

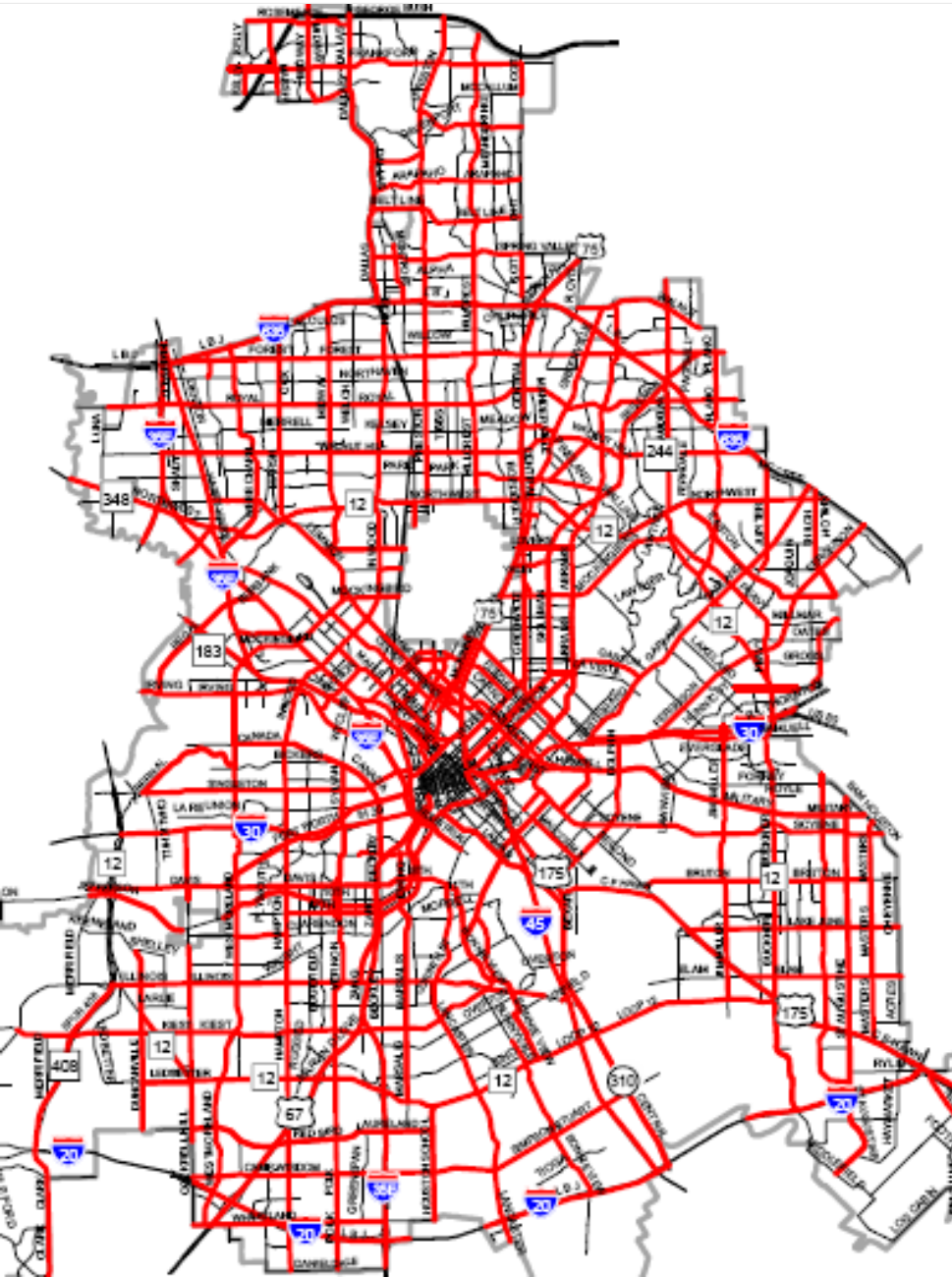
- Randomly-located outages
 - Repairs delayed until a sufficient # of outages warrant lane closures, arrow boards, and barricades
 - repairs scheduled during off-peak hours to reduce congestion caused by the lane closures
- Group outages are scheduled as they are reported

Proactive Patrolling

- ❑ **ONCOR is not required to patrol for outages**

- ❑ **City Patrolling**
 - Allows the City to proactively find outages and ensure streets are adequately lighted
 - Results of patrol reports/repairs are measured each month by determining percentage of street lights working
 - City restored proactive patrolling in 2007
 - Since patrolling began, the number of working lights has increased from 83% to 94%
 - Position dedicated to patrolling was eliminated and duties will be absorbed by signal maintenance technicians on night shifts

Street Light Patrol Routes



- Only major streets and freeways patrolled
- 12,500 lights over 681 miles
- Frequency routes patrolled decreased from twice per month to once per month
- Performance goal estimated to reduce from 94% to 90% working lights

Future Actions

Return with updates on:

- Patrolling results following RIF and staff reassignments
- Enhancements to ONCOR's street light outage reporting system
- Status of new technologies related to energy savings and remote monitoring