

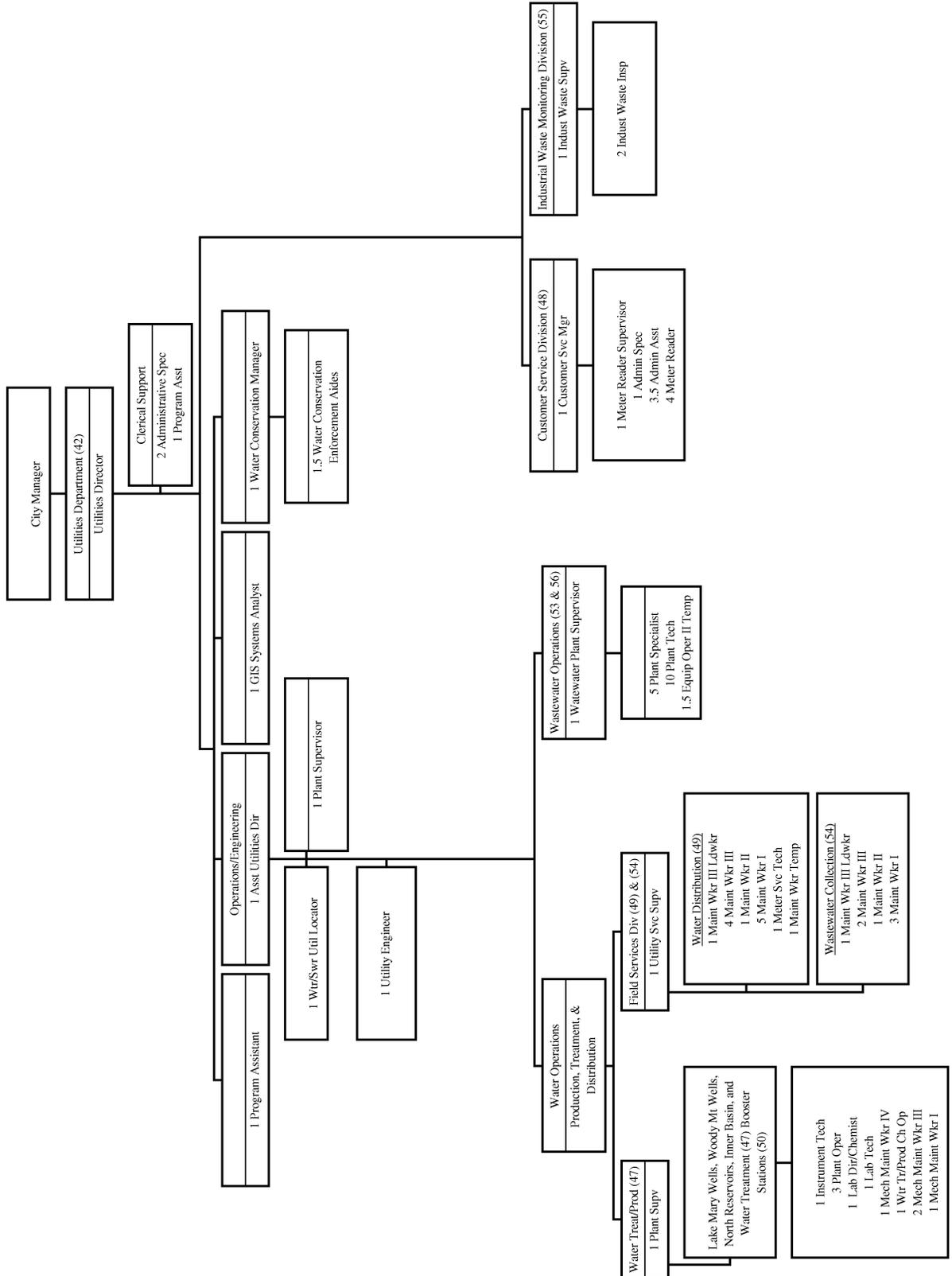
UTILITIES DEPARTMENT MISSION

The mission of the **Utilities Department** is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers.

We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations.

We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

Utilities



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This mission statement is applicable to all Utility divisions and will not be repeated at the beginning of each divisional section.

PROGRAM DESCRIPTION

Coordinates activities of the Utilities Department. Administers the department safety program, water conservation program, Water Commission activities, City Change Order Committee, and acts as Forest Service liaison. Assesses Utilities capital improvements needs, prioritizes needs, and provides engineering services for capital improvement projects. Administers water and sewer computer modeling activities for the City and new developments. Provides Blue Stake locating services in customer, staff, and City Council inquiries and follows up on complaints. Provides permit administration for NPDES, APP, Reuse, and other permits as required. Reviews new developments and represents the department on a multitude of various committees. Provides all clerical services for the department.

FY 04 GOALS AND RESULTS

GOAL: PLANNING FOR GROWTH

RESULTS:

- ❖ Provided adequate water and wastewater capacity to meet City demand.
- ❖ 62% of the projects administered by Administration during the year were completed.

GOAL: FISCAL HEALTH

RESULTS:

- ❖ Provided for an equitable rate structure as measured by the departmental operating efficiency ratio.
- ❖ Total O&M cost/population equals \$146.

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ Continue improvement of customer satisfaction through utilization of the Department's customer service survey (results available in April).
- ❖ Respond to customer, staff, and Council inquiries in a professional manner.
- ❖ Met deadlines mandated by the City Manager and Council.
- ❖ Participated in the AWWA QualServe Program.

GOAL: PUBLIC SAFETY

RESULTS:

- ❖ No significant violation of water or wastewater permits during FY 2004.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ Updated 10-year Capital Improvement Program for the Utilities Department.
- ❖ Completed arsenic evaluation of Woody Mountain Well #4.
- ❖ Drilled Rio de Flag well
- ❖ Replaced sewer under I-40 for ADOT Bridge Project.
- ❖ Constructed Phase I at NAU reclaim system.
- ❖ Extended reclaim system to Siler Homes.

FY 05 GOALS AND OBJECTIVES

GOAL: PLANNING FOR GROWTH

OBJECTIVES:

- ❖ Provide uninterrupted water and sewer service to the City of Flagstaff.

GOAL: FISCAL HEALTH

OBJECTIVES:

- ❖ Continue to review rates and recommend changes where necessary.

GOAL: CUSTOMER SERVICE

OBJECTIVES:

- ❖ Exceed customer's water and wastewater service expectations.

GOAL: PUBLIC SAFETY

RESULTS:

- ❖ No permit violations.

PERFORMANCE INDICATORS	FY02	FY03	FY 04 EST.
Number of water and sewer impact studies done for private development	6	4	15
CIP expenditures verses budget	60%	62%	75%
O&M expenditures verses budget	90%	91%	90%
Number of water and sewer projects administered	14	18	13
Departmental operating efficiency ratio (total O&M/total population)	NA	\$152	\$146
Ratio of projects completed per year to projects budgeted per year	NA	75%	62%
Bill stuffer survey (Positive customer service responses/total responses)	NA	85%	Will not be available until April

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 529,369	\$ 739,744	\$ 684,829	\$ 727,072	\$ (12,672)
CONTRACTUAL	163,790	354,013	233,015	406,548	52,535
COMMODITIES	17,303	54,140	55,477	60,230	6,090
CAPITAL	425	10,000	3,000	33,075	23,075
TOTAL	\$ 710,887	\$ 1,157,897	\$ 976,321	\$ 1,226,925	\$ 69,028
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 432,182	\$ 705,757	\$ 600,439	\$ 729,219	\$ 23,462
WATER COMMISSION	-	-	-	2,575	2,575
CITY WTR SYSTEM ANALYSIS	-	10,000	10,000	12,100	2,100
FIXED ASSET INVENTORY	19,563	12,455	11,218	13,767	1,312
CITY SWR SYSTEM ANALYSIS	5	5,000	5,598	5,000	-
ENGINEERING	227,646	317,379	249,746	299,338	(18,041)
BLUE STAKE	(1,740)	(4,249)	(3,630)	12,951	17,200
WATER CONSERVATION	32,806	101,555	99,950	135,400	33,845
WILDLIFE VIEWING AREA	425	10,000	3,000	16,575	6,575
TOTAL	\$ 710,887	\$ 1,157,897	\$ 976,321	\$ 1,226,925	\$ 69,028
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 1,226,925	
				\$ 1,226,925	

COMMENTARY:
 The Utilities Administration operating budget has increased 4% and capital expenditures total \$33,075 for a net increase of 6%. Personal Services decrease is due to the net effect of increases related to market, merits, and insurance and a decrease due to reorganization of employees positions. Contractuals increases are due to consulting fees, computer maintenance, postage, travel, registrations, education, advertising, and water rebates. Commodities increases are due to gas and oil, office supplies, computer software, equipment replacement, and promotional materials. One-time expenditures for this division are \$82,000 for consulting fees, \$7,500 for registration and travel, \$3,000 for a locator replacement, and \$12,000 for promotional materials. Major capital (>\$10,000) includes \$16,500 to replace the Bluestake truck and \$16,575 to complete the wildlife viewing area along the Rio de Flag.

PROGRAM DESCRIPTION

The Lake Mary Water Treatment Plant provides conventional surface water treatment for waters from Upper Lake Mary. Staff is responsible for the operation of all other water production facilities including: Lake Mary Wellfield, Woody Mountain Wellfield, the Inner Basin wells and springs, local wells, and the Reservoir Filtration Plant. Staff also operates and maintains system water tanks and booster stations (Division 50). The lab provides water sampling and analysis for: process control and state compliance.

This Division cost effectively produces water that meets all Safe drinking Water Act requirements. It manages the quantity of water to provide adequate flows for customers and for fire fighting. It teaches public awareness of the water system through educational programs and demonstrations.

FY 04 GOALS AND RESULTS

GOAL: ECONOMIC DEVELOPMENT / REDEVELOPMENT

RESULTS:

- ❖ Value added, land opportunity. Rio well drilled on City land, lessening land acquisition and infrastructure requirements.

GOAL: PUBLIC SAFETY

RESULTS:

- ❖ Vulnerability assessment completed, suggestions incorporated in FY 05 budget.
- ❖ Risk Management Plan is revised to include new chlorine facility.
- ❖ Arsenic remediation study uses WM #4.

GOAL: CAPITAL IMPROVEMENT

RESULTS:

- ❖ After two years of design and construction, work competed on \$5 million dollar Filter Building.
- ❖ Shop well completed.

- ❖ Interchange well completed.
- ❖ Rio Well drilled and cased.
- ❖ One half mile of Inner Basin pipeline installed.

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ Employees attend customer service training.
- ❖ 14 complaints are tracked and resolved.

GOAL: QUALITY OF LIFE

RESULTS:

- ❖ Water sales facility is constructed for customers that haul water. Building is equipped with one side for residential haulers, and a large load-out for commercial haulers.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ New insertion flow meter installed on 36" finished water line.
- ❖ Reservoir Filtration Plant flat roof is replaced with a slopped roof over pumps and storage area to lesson water damage and mold formation

FY 05 GOALS AND OBJECTIVES

GOAL: PUBLIC SAFETY

OBJECTIVES:

- ❖ Reduce the amount of (monitoring) violations.

GOAL: CAPITAL IMPROVEMENT

OBJECTIVES:

- ❖ Design pumping facility for Rio well.
- ❖ Drill new well.

GOAL: QUALITY OF LIFE

OBJECTIVES:

- ❖ Maximize the use of the least expensive source of water. Reduce cost by 5%.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Number of gallons of water produced (millions)	2,857	2,806	3,000
Cost per thousand gallons of treated water	\$1.07	\$1.06	\$1.10
Number of Safe Drinking Water Act Violations	-0-	6	-0-
Number of water tests performed	1,118	1,254	1,200
Number of water quality complaints	34	14	10

UTILITIES

DIVISION 47

**LAKE MARY WATER
TREATMENT PLANT**

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 599,966	\$ 689,888	\$ 689,604	\$ 680,730	\$ (9,158)
CONTRACTUAL	1,513,627	1,970,414	2,003,130	2,163,230	192,816
COMMODITIES	174,998	288,419	289,237	260,434	(27,985)
CAPITAL	507,508	619,600	525,209	484,774	(134,826)
TOTAL	\$ 2,796,099	\$ 3,568,321	\$ 3,507,180	\$ 3,589,168	\$ 20,847
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 336,253	\$ 485,397	\$ 443,705	\$ 388,829	\$ (96,568)
WATER TREATMENT OPERATION	249,335	306,069	313,566	228,386	(77,683)
CHEMICAL ANALYSIS	177,510	182,983	177,233	232,823	49,840
BLDGS & GROUNDS MAINT	92,193	70,291	66,744	79,778	9,487
EQUIPMENT MAINTENANCE	118,914	110,636	184,285	169,697	59,061
USFS LAKE MARY CONTRACT	8,860	8,860	8,860	8,860	-
UPPER LAKE MARY DAM IMP	1,873	21,000	21,000	21,000	-
SEDMNTION BASIN MODS (90)	-	15,000	15,000	15,000	-
SCADA TRACKING	4,935	38,850	30,941	34,350	(4,500)
FOXGLEN WELL	75,247	-	-	-	-
CONTINENTAL WELL	145,819	-	-	-	-
LOCAL WELLS	193	375,748	378,666	516,505	140,757
LAKE MARY WELLFIELDS	488,648	647,050	646,253	687,236	40,186
WOODY MOUNTAIN WELLFIELD	886,404	1,039,073	1,041,236	817,750	(221,323)
NORTH RESERVOIRS	67,134	52,030	52,734	52,183	153
INNER BASIN DEVELOPMENT	35,430	85,952	87,394	93,991	8,039
INNER BASIN PIPELINE	107,351	129,382	39,563	242,780	113,398
TOTAL	\$ 2,796,099	\$ 3,568,321	\$ 3,507,180	\$ 3,589,168	\$ 20,847
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 3,589,168	
				\$ 3,589,168	
COMMENTARY:					
<p>The Lake Mary Water Treatment Plant operating budget has increased 5% and capital expenditures total \$484,774 resulting in an overall increase of 1%. Personal Services decreased due to the net effect of relocating personnel through the workforce reduction program and increases for market, merits and insurance. The major reason for an increase in contractals is related to a change in budget practice related to well maintenance agreements. In prior years these contracts were budgeted as capital. Other increase were for equipment rental, consultant fees, and registrations. Commodities increases are due to computer software, water parts, and various equipment. One-time expenditures for this division are \$30,000 for a drinking water database and \$7,500 for replacement equipment. Major capital (>\$10,000) includes \$200,000 for Inner Basin pipe replacement, \$160,500 for a power generator, \$47,774 for a basin pump system, \$20,000 for the land acquisition fund, \$20,000 for Upper Lake Mary dam improvements, \$15,000 for an electrochemical analyzer, and \$13,000 for a SCADA repeater.</p>					

PROGRAM DESCRIPTION

Customer Service is responsible for meter reading, water and sewer billing, and collection of delinquent accounts including the disconnection and lock off of water service for unpaid billings and non-sufficient fund checks for the Utilities Department. Unusually high or low water consumption is investigated and inactive meters are monitored for possible consumption. This division is also responsible for cashing operations for most City departments and for the calculation and collection of utility system fees for all new or added construction.

FY 04 GOALS AND RESULTS

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ Increased Bank Draft Customer base to 11%. Examined Credit Card acceptance options.
- ❖ Upgraded Billing System and trained Customer Service Reps on additional functionality.
- ❖ All Cycle bills ran on time with minimal estimated reads. \$2.6 million was collected in new construction System Fees.

GOAL: FISCAL HEALTH

RESULTS:

- ❖ The write-off was significantly lower for FY 03 due to increases in collections activity and billed deposits to delinquent payers.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ With IS, successfully implemented Stormwater and Environmental Fee Billing to 18,000 accounts. Trained System users in CD & PW.
- ❖ Replaced contract for print and mail of monthly utility billings.

FY 05 GOALS AND OBJECTIVES

GOAL: CUSTOMER SERVICE

OBJECTIVES:

- ❖ Offer additional payment options through the acceptance of credit and debit cards.
- ❖ Install and implement Internet bill presentment and electronic payment acceptance.
- ❖ Send out timely and accurate utility and system fee billings.

GOAL: FISCAL HEALTH

OBJECTIVES:

- ❖ Continue to lower annual write-off and minimize delinquent accounts by sending on-time delinquency notices and performing follow-up turn-offs to non-payers.
- ❖ Continue program of billing extra deposits to frequent cut-off list accounts reducing write offs.
- ❖ Continue, with the Distribution Division, the program to replace manually read meters with radio read meters.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Total billed including water/wastewater/other	\$21.7 million	\$22.6 million	\$22.9 Million
Meter Reader Efficiency - impact of applied technologies (meters read per Reader per Quarter)	16,616	17,053	17,875
Division Efficiency (Division Base Cost/Meters Read)	\$3.05	\$3.20	\$3.24
Total System and Capacity Fees, Taps, Etc. collected	\$2.1 million	\$2.6 million	\$2.5 Million
Collections Activity - Percent of Delinquent Accounts (Delinquent Accounts/Total Accounts)	4.2%	4.7%	4.8%
Percent of Estimated Reads	.20%	1.15%	1.00%

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 429,577	\$ 465,310	\$ 466,201	\$ 479,575	\$ 14,265
CONTRACTUAL	109,419	172,500	152,850	147,490	(25,010)
COMMODITIES	16,134	61,430	36,743	87,395	25,965
CAPITAL	16,862	-	-	-	-
TOTAL	\$ 571,992	\$ 699,240	\$ 655,794	\$ 714,460	\$ 15,220
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 80,735	\$ 178,082	\$ 134,575	\$ 193,586	\$ 15,504
FIELD READING	171,668	178,997	178,999	181,904	2,907
COLLECTION	56,212	58,325	58,384	63,523	5,198
CUSTOMER SERVICE	263,377	283,836	283,836	275,447	(8,389)
TOTAL	\$ 571,992	\$ 699,240	\$ 655,794	\$ 714,460	\$ 15,220
SOURCE OF FUNDING:					
GENERAL FUND				\$ 37,878	
LIBRARY FUND				901	
HIGHWAY USER REVENUE FUND				1,818	
WATER AND WASTEWATER FUND				562,920	
STORMWATER FUND				7,315	
AIRPORT FUND				401	
ENVIRONMENTAL SERVICES FUND				103,227	
				\$ 714,460	
COMMENTARY:					
<p>The Customer Service operating budget has increased 2% and there are no capital expenditures. Personal Services increases are due to market, merits, and insurance increases. Contractuals decrease is due to prior year one-time expenditures netted with increases for medical fees, telephone, postage, and computer maintenance. Commodities increases are due to computer software, food, tools, gas and oil, vehicle parts, and locking lids. One-time expenditure for this division is \$46,500 for computer software related to web access and credit card acceptance.</p>					

PROGRAM DESCRIPTION

The Water Distribution system operators safely and efficiently operate, maintain and repair all water distribution lines, fire hydrants, pressure reducing stations and meters, supplying each customer with a sufficient volume of water at adequate pressures, throughout our varying elevations and pressure zones.

FY 04 GOALS AND RESULTS

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ A 22% reduction in the number of customer complaints from the previous year.
- ❖ Meters are paid for and installed within ten working days.

GOAL: FISCAL HEALTH

RESULTS:

- ❖ Continued training and weekly tailgate safety meetings to reduce the number and severity of our accidents.

GOAL: PLANNING FOR GROWTH

RESULTS:

- ❖ Immediate response to our customer pressure problems, minimizing customer complaints and safety concerns.

GOAL: ORGANIZATIONAL SUPPORT

RESULTS:

- ❖ Instituted Skill Base Pay: Distribution and Collection Crews were combined, skill blocks developed and employee cross training initiated. The divisions successfully completed a pilot pay program and 50% of the individuals successfully completed an Arizona Department of Environmental Quality Operator training, testing and certification program. Continuing our effort to develop a multi-skilled workforce.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ Sunnyside Phase II, Humphrey/Hwy 180, Coconino Avenue, Agassiz/Verde and Huntington/4th Street Capital Improvements Projects: Worked with public and private engineers, contractors and customers, coordinating a wide variety of projects including: Valve installations, main line realignments, shutdowns, turn-ons, mainline flushing and emergency repairs to our water distribution system.

- ❖ Radio Read Meters: Installation of an additional two thousand radio read meters in throughout the community. Enhancing customer service, by providing a safe, estimate free billing process, while increasing our overall efficiency and lowering operating costs.
- ❖ Reclaim Fire Hydrant Installations: Installation of two reclaim fire hydrants at specific locations around town. Reducing valuable potable water usage, while making the load-out areas more accessible to our customers.
- ❖ Water and Wastewater Atlas Updates: Updating of our water and wastewater atlas, with all of the new lines constructed in the past several years. Giving city staff the most up to date information, when planning, designing and dealing with scheduled and emergency repair projects.

FY 05 GOALS AND OBJECTIVES

GOAL: CUSTOMER SERVICE

OBJECTIVES:

- ❖ Exceed customer service expectations.

GOAL: FISCAL HEALTH

OBJECTIVE:

- ❖ Reduce accidents and maintain high safety standards.

GOAL: PLANNING FOR GROWTH

OBJECTIVE:

- ❖ Maintain water pressures throughout our service area within American Water Works Association (AWWA) guidelines.

GOAL: ORGANIZATIONAL SUPPORT

OBJECTIVE:

- ❖ Continue developing multi-skilled workforce through skill base pay.

UTILITIES

DIVISION 49

WATER DISTRIBUTION

PERFORMANCE INDICATORS	CY01	CY02	CY04 EST.
Number of complaints and responses	207	161	184
Number of meter replacements and repairs	655	557	650
Number of work orders completed	3,685	3,019	3,000
Cost per service/water distribution system	\$13.57	\$12.46	\$13.00

EXPENDITURES BY CATEGORY:	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 681,364	\$ 718,193	\$ 707,220	\$ 723,744	\$ 5,551
CONTRACTUAL	55,499	52,362	53,087	68,935	16,573
COMMODITIES	128,967	143,036	155,190	228,686	85,650
CAPITAL	78,118	91,000	88,329	45,800	(45,200)
TOTAL	\$ 943,948	\$ 1,004,591	\$ 1,003,826	\$ 1,067,165	\$ 62,574
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 137,893	\$ 178,633	\$ 84,671	\$ 154,348	\$ (24,285)
WATER SYS MAINT-OPERATION	140,191	139,042	152,486	149,699	10,657
MAIN & SERVICE LINE REPAIR	230,769	209,218	250,282	218,266	9,048
MAIN EXT-FIRE HYDR/VALVE	64,726	58,190	75,627	107,464	49,274
VALVE & FIRE HYDR MAINT	106,788	120,090	109,374	125,674	5,584
METER INSTALLATION	174,779	209,298	237,189	216,232	6,934
METER REPAIR & TESTING	88,802	90,120	94,197	95,482	5,362
TOTAL	\$ 943,948	\$ 1,004,591	\$ 1,003,826	\$ 1,067,165	\$ 62,574
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 1,067,165	
				\$ 1,067,165	

COMMENTARY:

The Water Distribution operating budget has increased 12% and capital expenditures total \$45,800 resulting in an overall net increase of 6%. Personal Services decreased slightly due to the supervisor position charging out one half of his time to Division 54, wastewater collection, and the increases related to market, merits, and insurance. Contractual increase is due remodeling of the East Flagstaff facility. Commodities increase is due to annual expenditures that were budgeted as capital in prior years. One-time expenditures for this division is \$15,000 for the facility remodel. Major capital (>\$10,000) is \$45,800 for a replacement service truck.

PROGRAM DESCRIPTION

Provides for the operation and maintenance of booster stations that provide adequate volume and pressure for domestic and fire service outside of the normal pressure zones of the water distribution system. This Division manages the operation and maintenance of water storage tanks to mitigate any disruption in power and maintain adequate disinfection residuals.

FY 04 GOALS AND RESULTS

GOAL: CAPITAL IMPROVEMENT

RESULTS:

- ❖ Amberwood booster station operational.

GOAL: PUBLIC SAFETY

RESULTS:

- ❖ Installed Halogen motor operated chlorine shut off valves for the North Reservoir Filtration Plant booster station and Wood Mountain booster station protecting citizens from possible chlorine leaks.

GOAL: QUALITY OF LIFE

RESULTS:

- ❖ University Highlands is automated and on standby for second source supply to the West side higher elevation residences. Power requirements are minimal.

- ❖ Booster stations/local wells are landscaped creating a positive visual asset to the community.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ University Highland booster station reactivated and used as second source when leak is discovered to Railroad Springs tank.
- ❖ 8" pipe is laid to automate the university Highland booster station when needed as a second source.

FY 05 GOALS AND OBJECTIVES

GOAL: ECONOMIC DEVELOPMENT / REDEVELOPMENT

OBJECTIVES:

- ❖ Start-up and operate Kinlani II booster station.

GOAL: QUALITY OF LIFE

OBJECTIVES:

- ❖ Paint University Highlands tank.

PERFORMANCE INDICATORS

See Division 47

UTILITIES

DIVISION 50

BOOSTER STATIONS

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 17,693	\$ 23,795	\$ 20,795	\$ 21,536	\$ (2,259)
CONTRACTUAL	24,453	26,150	27,194	44,650	18,500
COMMODITIES	578	3,150	4,761	3,026	(124)
CAPITAL	-	-	-	8,000	8,000
TOTAL	\$ 42,724	\$ 53,095	\$ 52,750	\$ 77,212	\$ 24,117
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 24,879	\$ 30,795	\$ 27,816	\$ 28,536	\$ (2,259)
ZONE A	361	350	459	350	-
KINLANI	1,221	1,850	1,888	2,226	376
UNIVERSITY HIGHLANDS #1	1,962	1,300	4,512	9,300	8,000
AIRPORT BOOSTER	3,074	2,600	2,600	2,700	100
AMBERWOOD BOOSTER	-	3,150	-	11,350	8,200
RAILROAD SPRINGS BOOSTER	11,227	13,050	15,475	20,550	7,500
KINLANI II	-	-	-	2,200	2,200
TOTAL	\$ 42,724	\$ 53,095	\$ 52,750	\$ 77,212	\$ 24,117
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 77,212	
				\$ 77,212	
COMMENTARY:					
The Booster Station operating budget has increased 30% and capital expenditures total \$8,000 resulting in an overall net increase of 45%. Increases in Contractuals and commodities are related to painting and light an power. One-time expenditure for this division is \$7,500 for painting of the University Highlands tank.					

PROGRAM DESCRIPTION

The Wildcat Hill Wastewater Plant is a 6 million gallon-per-day advanced treatment facility. This program is responsible for the day-to-day operation and maintenance, as well as the pumping of treated wastewater to the Fairfield golf courses and contractors. The plant operates a State-certified laboratory, which performs the majority of the required routine lab analysis.

FY 04 GOALS AND RESULTS

GOAL: PLANNING FOR GROWTH

RESULTS:

- ❖ Currently in the planning process to upgrade Wildcat to provide customers with A+ water.

GOAL: ORGANIZATIONAL SUPPORT

RESULTS:

- ❖ Implemented multi-skilled workforce and skill base pay program.

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ Responded to all complaints within 24 hours.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ Provided wastewater treatment and reclaim water that meets or exceeded all federal and state permit requirements.
- ❖ Maintained State Certified laboratory Standards.
- ❖ All required state and federal monitoring reports were submitted accurately and on time.
- ❖ Treated all wastewater to NPDES permit requirements.
- ❖

FY 05 GOALS AND OBJECTIVES

GOAL: ORGANIZATIONAL SUPPORT

OBJECTIVES:

- ❖ Continue to develop multi-skilled workforce.

GOAL: PLANNING FOR GROWTH

OBJECTIVES:

- ❖ Encourage the use of reclaimed water.

GOAL: CUSTOMER SERVICE

OBJECTIVES:

Exceed customer service expectations.

PERFORMANCE INDICATORS (Wildcat Hill WWTP)	CY02	CY03	CY04 EST.
Gallons of influent treated (billions)	1.5304	1.484714	1.57
Gallons of septage treated (millions)	1.2106	1.181078	1.3
Gallons of reclaimed water sold (millions)	401.6700	309.1327	390.0
Gallons of grease treated (thousands)	245.645	315.230	300.000
Gallons of commercial interceptor sludge (thousands)	35.85	60.45	60.00
Dry metric tons of solids/sludge injected	1,294.53	587.82	1300
Cost per thousand to treat (influent)	\$0.95	\$1.04	\$0.98

UTILITIES

DIVISION 53

**WILDCAT WASTEWATER
TREATMENT PLANT**

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 668,090	\$ 913,232	\$ 926,347	\$ 773,979	\$ (139,253)
CONTRACTUAL	470,794	1,014,932	1,054,749	501,979	(512,953)
COMMODITIES	239,736	379,675	382,443	291,066	(88,609)
CAPITAL	105,277	85,175	61,752	37,990	(47,185)
TOTAL	\$ 1,483,897	\$ 2,393,014	\$ 2,425,291	\$ 1,605,014	\$ (788,000)
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 114,799	\$ 193,553	\$ 195,195	\$ 168,934	\$ (24,619)
WC-PLANT OPERATIONS	553,573	509,796	534,008	559,289	49,493
WC-PLANT MAINTENANCE	651,674	638,846	633,102	651,006	12,160
WC-LAB-PROC CNTRL-MONTR	115,051	108,785	103,007	126,766	17,981
WC-SEPTAGE	5,346	15,209	15,199	19,154	3,945
WC-WH RIO MAINTENANCE	3,327	7,558	3,756	6,714	(844)
WC-DRYING BEDS OPERATIONS	-	1,847	1,159	1,750	(97)
WC-SLUDGE INJECTION	40,127	75,811	76,101	71,401	(4,410)
RP-PLANT OPERATIONS	-	479,561	495,170	-	(479,561)
RP-PLANT MAINTENANCE	-	143,427	153,324	-	(143,427)
RP-LAB-PROC CNTRL-MONITOR	-	75,621	72,270	-	(75,621)
RP-RECLAIM CONNECTIONS	-	143,000	143,000	-	(143,000)
TOTAL	\$ 1,483,897	\$ 2,393,014	\$ 2,425,291	\$ 1,605,014	\$ (788,000)
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 1,605,014	
				\$ 1,605,014	
COMMENTARY:					
<p>For FY 2005 the operating budgets for the Wildcat Treatment Plant and the Rio de Flag Treatment Plant have been separated. The Rio de Flag Treatment Plant will be budgeted in Division 56. The decrease to all portions of this budget is directly related to the transfer of this division. However, there were increases to some operation activities for the Wildcat Treatment Plant. Personal Services has increases for market, merit, insurance, and overtime. Contractuals and Commodities had several increases, of which, the major increases were for light and power, stormwater fees, chemicals, maintenance of buildings and equipment, purchase of equipment, safety supplies, and water and sewer parts. This division has \$34,429 in one-time expenditures which include wall repairs, maintenance on chlorinators, purchase of gas detectors, and purchase of two monitoring meters. Major capital (>\$10,000) includes \$26,790 for repair to grease tank and \$11,200 for a replacement WEMCO pump.</p>					

PROGRAM DESCRIPTION

This program is responsible for the day-to-day maintenance of the wastewater collection system, reclaimed wastewater distribution system, and repair and/or maintenance of damaged pipelines and manholes. Personnel make all taps into City sewers from this program.

FY 04 GOALS AND RESULTS

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ 14% reduction of service calls related to city problems from last year.

GOAL: ORGANIZATIONAL SUPPORT

RESULTS:

- ❖ Instituted Skill Base Pay: Distribution and Collection Crews were combined, skill blocks developed and employee cross training initiated. The divisions successfully completed a pilot pay program and 50% of the individuals successfully completed an Arizona Department of Environmental Quality Operator training, testing and certification program. Continuing our effort to develop a multi-skilled workforce.
- ❖ Criteria were developed and training initiated, streamlining the skill base pay, skill block sign off process.
- ❖ The development of crew rotation training schedule has strengthened the teamwork in the division.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ Sunnyside Phase II, Humphrey/Hwy 180, Coconino Avenue, Agassiz/Verde and Huntington/4th Street Capital Improvements Projects: Worked with public and private engineers, contractors and customers, coordinating a wide variety of projects involving cleaning, locating manholes, customer complaints

and T.V. inspections pre and post construction, our collection system.

- ❖ Collection System Root Control Project: The collection personal successfully completed our tri-annual root control project. Ten of thousands of feet of sewer line are cleaned and chemically treated with a root-inhibiting product. Controlling tree roots in sanitary sewer lines reduce sewer backups and customer complaints. The project was completed at less than 42% of what a private contractor would have charged.
- ❖ Water and Wastewater Atlas Updates: Updating of our water and wastewater atlas, with all of the new lines constructed in the past several years. Giving city staff the most up to date information, when planning, designing and dealing with scheduled and emergency repair projects.

FY 05 GOALS AND OBJECTIVES

GOAL: CUSTOMER SERVICE

OBJECTIVES:

- ❖ Exceed customer service expectations.

GOAL: FISCAL HEALTH

OBJECTIVES:

- ❖ Reduce accidents and maintain high safety standards.

GOAL: PLANNING AND GROWTH

OBJECTIVES:

- ❖ Encourage the use of reclaimed water throughout the community.

GOAL: ORGANIZATIONAL SUPPORT

OBJECTIVES:

- ❖ Continue developing a multi-skilled workforce through skill base pay.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Miles of sewer cleaned or rodded	175.4	190	200
Number of blockages (City responsibility)	52	45	48
Number of feet of sewer televised	64,705	119,201	67,000
O & M cost per service account	\$9.38	\$8.62	\$9.20

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 447,698	\$ 412,622	\$ 472,108	\$ 452,860	\$ 40,238
CONTRACTUAL	27,375	41,550	38,262	33,305	(8,245)
COMMODITIES	86,640	100,021	86,491	100,351	330
CAPITAL	158,477	275,000	-	255,000	(20,000)
TOTAL	\$ 720,190	\$ 829,193	\$ 596,861	\$ 841,516	\$ 12,323
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 174,372	\$ 162,600	\$ 180,383	\$ 182,482	\$ 19,882
SERVICE CONNECTIONS	13,947	18,139	14,747	16,441	(1,698)
PREVENTIVE MAINTENANCE	207,102	460,936	213,293	456,248	(4,688)
TV INSPECT & HYDRO-CLEAN	245,248	91,226	98,512	91,894	668
CORRECTIVE MAINTENANCE	65,827	84,225	78,404	81,308	(2,917)
RECLAIMED WATER LINE	13,694	12,067	11,522	13,143	1,076
TOTAL	\$ 720,190	\$ 829,193	\$ 596,861	\$ 841,516	\$ 12,323
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 841,516	
				\$ 841,516	
COMMENTARY:					
<p>The Wastewater Collection operating budget has increased 6% and capital expenditures total \$255,000 for a net increase of 1%. Personal Services increases are due to market, merit, and insurance increases and additional supervisor charges from Division 49, Water Distribution. Contractuals decrease is due to prior year one-time expenditures. Major capital (>\$10,000) is related to the carryover of the hydro-vac vehicle for \$255,000.</p>					

PROGRAM DESCRIPTION

This division provides monitoring, permitting, and reporting of industrial and commercial wastewater discharges into the City sewer system to assure compliance with Local, State and Federal mandated pre-treatment regulations and to prevent upset at the City's wastewater treatment plants. Other activities include administration of the City's cross-connection control program, wastewater monitoring, and seepage control.

FY 04 GOALS AND RESULTS

GOAL: PUBLIC SAFETY

RESULTS:

- ❖ Inspected 1,000 businesses and industries to identify potential for bypass, interference or violation of the Public Owned Treatment Works (POTW).
- ❖ There were 1,462 backflow assemblies reported working, 810 assemblies were found failed and corrected at their annual inspection. There were 1,200 business inspected for proper backflow prevention application.

GOAL: COLLABORATON

RESULTS:

- ❖ Pollution prevention literature or onsite training and information was provided to 1,200 businesses.
- ❖ Pretreatment information is now provided on the City of Flagstaff web site. A meter lockout procedure was established to ensure backflow prevention equipment was in-place before attaching to the City potable water system.

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ Two inspectors were given letters of commendation by a local business.
- ❖ The City of Flagstaff, Utilities web site helps keep the Division in- touch with the community.

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ Designed and modified two utility trailers for safe and secure field sampling.
- ❖ Developed electronic inspection forms for handheld computers.
- ❖ Completed background sampling to establish baseline for Local Limits Analysis.

FY 05 GOALS AND OBJECTIVES

GOAL: PUBLIC SAFETY

OBJECTIVES:

- ❖ Prevent bypass of the Public Owned Treatment Works (POTW).
- ❖ Prevent backflow of contaminants into potable water system.

GOAL: COLLABORATON

OBJECTIVES:

- ❖ Encourage pollution prevention for business and industries.

GOAL: CUSTOMER SERVICE

OBJECTIVES:

- ❖ Provide service to our internal and external customers, beyond their expectation.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Number of businesses inspected for potential cross connection	1,272	1,200	1,500
Number of backflow device tests logged	1,539	1,462	2,000
Number of compliance samples analyzed	6,367	8,918	4,000
Number of pre-treatment business inspections	1,444	1,000	1,500
Percent of failed back flow tests	-0-	810	-0-

UTILITIES

DIVISION 55

WASTEWATER MONITORING

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 163,310	\$ 177,680	\$ 177,878	\$ 190,654	\$ 12,974
CONTRACTUAL	49,281	99,877	95,760	154,517	54,640
COMMODITIES	29,795	20,907	22,528	22,607	1,700
CAPITAL	-	-	-	10,000	10,000
TOTAL	\$ 242,386	\$ 298,464	\$ 296,166	\$ 377,778	\$ 79,314
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 106,676	\$ 160,233	\$ 113,966	\$ 231,815	\$ 71,582
NPDES MONITORING	33,479	31,660	48,510	33,066	1,406
INDUSTRIAL WASTE MONITOR	74,870	77,944	104,892	82,357	4,413
HAZARDOUS WASTE	3,643	3,827	3,751	4,059	232
BACKFLOW X CONN. CONTROL	23,718	25,004	25,047	26,481	1,477
STORM WATER	-	(204)	-	-	204
TOTAL	\$ 242,386	\$ 298,464	\$ 296,166	\$ 377,778	\$ 79,314
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 377,778	
				\$ 377,778	
COMMENTARY:					
<p>The Wastewater Monitoring operating budget has increased 23% and capital expenditures total \$10,000 resulting in an overall net increase of 27%. Personal Services increases are due to market, merits, and insurance increases. Contractuals increases are due one-time expenditures for consulting, maintenance, and sampling. Commodities increases are due to one-time expenditures for computer equipment and tires. One-time expenditures for this division are \$72,000 for consulting fees related to local limits, \$1,700 for office painting, \$29,000 for background sampling for local limits, \$5,000 for two laptops, and \$400 for tires. Major capital (>\$10,000) is \$10,000 for a replacement copier.</p>					

PROGRAM DESCRIPTION

This program was combined with Division 53 for FY 2004 and is being separated for FY 2005.

The Rio de Flag Water Reclamation Facility processes wastewater flow from the western half of the city and reclaims the water for a variety of non-potable uses, principally landscape irrigation. Water not used for irrigation is released to the Rio de Flag was for riparian enhancement. The automated treatment facility used advanced technology to produce non-potable water that is certified Grade A+ by the State of Arizona. The program monitors quality control of product water and downstream water quality. Staff is also responsible for pumping the water into the citywide distribution system and maintaining the reclaimed water storage facilities at Buffalo Park.

FY 04 GOALS AND RESULTS

GOAL: PLANNING FOR GROWTH

RESULTS:

- ❖ Now providing reclaim water for all irrigation of Pine Canyon Golf Club.
- ❖ Currently in test phase with SCA Paper mill using reclaim water for production. Could result in a savings of over 250,000 gallons of potable water daily and would also provide for year round reclaim demand.
- ❖ Further reduction in plant staffing level, plant now has four full time employees.
- ❖ Participate in an energy efficiency audit to find most likely areas to reduce energy demand (ongoing).

GOAL: ORGANIZATIONAL SUPPORT

RESULTS:

- ❖ Skill-based pay has been instituted.
- ❖ Ongoing cross training between operations, maintenance and laboratory staff.

GOAL: CUSTOMER SERVICE

RESULTS:

- ❖ Staff is committed to 100% customer satisfaction for all customers (ongoing).

FY 04 ADDITIONAL ACCOMPLISHMENTS

- ❖ Installation of an additional waste activated sludge flow meter for process optimization.
- ❖ Installation of telemetry and flow meter upgrade at Pine Canyon.
- ❖ Designed and install a reclaim water line to Rio discharge point that will allow continuous flow to wetlands in times of high reclaim demand.
- ❖ Elimination of preventative and/or corrective maintenance backlog.
- ❖ Continuous use of computerized maintenance management system
- ❖ Operated single treatment train at 120% of capacity to meet high summer reclaims demand.

FY 05 GOALS AND OBJECTIVES

GOAL: PLANNING FOR GROWTH

OBJECTIVES:

- ❖ Encourage the use of reclaim water.
- ❖ Minimize treatment cost per unit of water treated.
- ❖ Develop an ongoing performance improvement program.

GOAL: ORGANIZATIONAL SUPPORT

OBJECTIVES:

- ❖ Continue to develop a multi-skilled workforce.
- ❖ Continue to foster a safe and healthy work environment.

GOAL: CUSTOMER SERVICE

OBJECTIVES:

- ❖ Continue commitment of 100% customers' satisfaction.

PERFORMANCE INDICATORS	CY02	CY03	CY04 EST.
Gallons of wastewater treated (millions)	675.9	730.0	735.0
Gallons of reclaim water produced (millions)	646.0	697.4	700.0
Gallons of reclaim water reused (millions)	163.1	214.6	220.0
Cost to produce 1,000 gallons reclaim water	\$0.98		\$1.00

EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2002-2003	Adopted Budget 2003-2004	Estimated Expenditures 2003-2004	Proposed Budget 2004-2005	Budget-Budget Variance
PERSONAL SERVICES	\$ 217,477	\$ -	\$ -	\$ 237,221	\$ 237,221
CONTRACTUAL	482,297	-	-	499,491	499,491
COMMODITIES	61,242	-	-	86,600	86,600
CAPITAL	42,812	-	-	-	-
TOTAL	\$ 803,828	\$ -	\$ -	\$ 823,312	\$ 823,312
EXPENDITURES BY PROGRAM:					
GENERAL ADMINISTRATION	\$ 32,310	\$ -	\$ -	\$ 42,781	\$ 42,781
PLANT OPERATIONS	404,434	-	-	435,844	435,844
PLANT MAINTENANCE	168,100	-	-	145,962	145,962
LAB-PROCESS CONTROL-MONTR	56,033	-	-	81,384	81,384
RECLAIMED CONNECTIONS	142,951	-	-	117,341	117,341
TOTAL	\$ 803,828	\$ -	\$ -	\$ 823,312	\$ 823,312
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 823,312	
				\$ 823,312	
COMMENTARY:					
<p>The Rio de Flag Treatment Plant was combined for FY 2004. A management decision was made during this FY to separate the operations back to its own division. In addition to transferring the base budget there were increases to the operating budget. Personal Services increases is due to market, merit, insurance, and overtime. Contractuals increases are due to permit fees, training, postage, light and power, stormwater fees, janitorial, tank inspection, and bar screening replacement. Commodities increases are due to computer equipment and chemicals. One-time expenditures for this division are \$2,500 for permit fees, \$2,000 for training, \$5,000 for cleaning and inspection of Buffalo Park tank, and \$10,000 for replacement of the bar screening.</p>					