

UTILITIES DIVISION MISSION

The mission of **Utilities Administration** is to professionally and cost effectively provide water, reclaimed 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.

The mission of the **Stormwater Management** is to promote public health, safety and general welfare, to minimize public and private losses due to flood conditions within the City of Flagstaff and to comply with applicable floodplain and stormwater regulations.

The mission of **Water Resources** is to ensure residents a present and future water supply that meets the water quality needs of the community, the environment and our co-workers. This is accomplished through water supply planning and forecasting, supply and demand tracking as new plants are approved, and policy recommendation and advocacy. We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations and by continuously improving our business. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

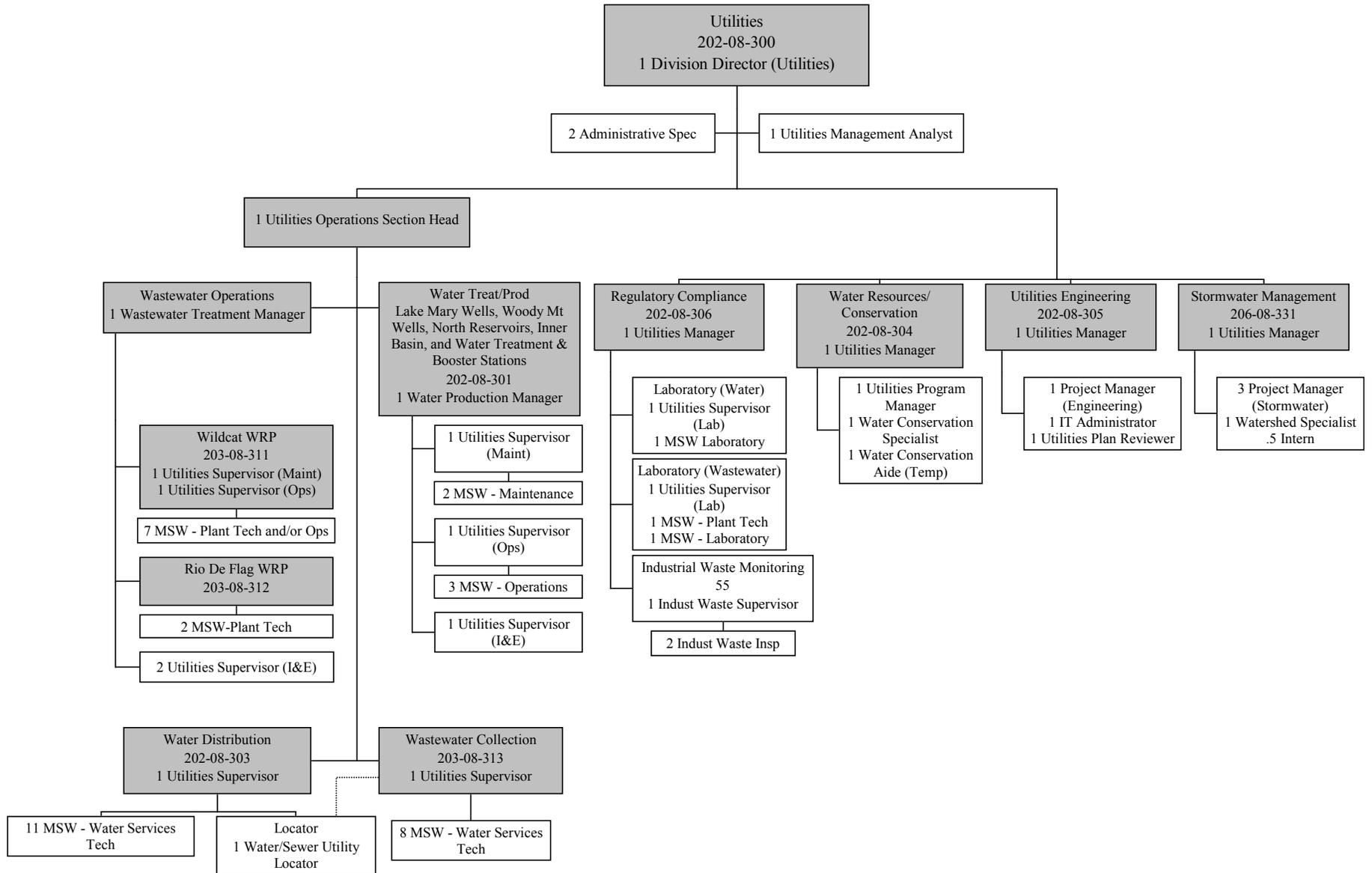
The mission of **Regulatory Compliance** is to ensure that the City is compliant with all sampling and reporting requirements as directed under state and federal regulations for our water, wastewater, reclaimed water, stormwater, industrial pretreatment and backflow systems. This is accomplished through monitoring, testing and reporting as required by regulations and best management practices. Staff philosophy is responsiveness, performing duties with honesty and integrity, and a commitment to meeting industry standards of excellence. In addition, we are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations and by continuously improving our programs. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

The mission of the **Wildcat Treatment Plant** is to provide wastewater treatment and Class A+ reclaimed water that meets or exceeds all regulatory requirements; minimize treatment cost per unit of treated wastewater.

The mission of the **Rio Treatment Plant** is to provide wastewater treatment and reclaimed water that exceeds all Federal, State and reuse requirements in a safe and cost effective manner. To submit all required regulatory reports on time without exception.

The mission of the **Utilities Division/Wastewater Collections Section** is to professionally and cost effectively provide sewer services that meet the present and future environmental, health, and safety needs of the community and our co-workers.

UTILITIES



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PROGRAM DESCRIPTION

Core functions of the Utilities Division include: Utilities Operations, Engineering, Water Resources Management, Water Conservation, Industrial Waste and Backflow prevention, Stormwater Management and Regulatory Compliance. Operations is a comprehensive program that includes such diverse functions as water production, water distribution, wastewater collection, wastewater treatment, reclaimed water distribution and booster stations.

The Division also administers the following programs and commissions: Division Safety Program, Water Commission and the City Change Order Committee. We are a liaison with numerous outside agencies and organizations these include: representation to Arizona Department of Environmental Quality (ADEQ), Arizona Department of Water Resources (ADWR), Northern Arizona Municipal Water Users Association, U.S. Forest Service, Technical Advisory groups for the Coconino Plateau Watershed Partnership and the National Park Service/U.S. Forest Service Lake Mary Watershed Planning Group. In addition, staff review proposed State and Federal water legislation and provide input to Council and Legislators.

Utilities asset management includes using an enterprise level Geographic Information System (GIS) linked to a computerized maintenance management system to maintain up-to-date infrastructure inventory and maintenance records. Utilities engineering evaluate capital improvement needs, including prioritization, and provide project management engineering services for capital improvement projects. Utilities staff maintain hydraulic computer models of the City's water, sewer and reclaimed infrastructure and use these tools to evaluate the needs of new development and anticipated future growth in conjunction with the Regional Plan. Staff also research customer, staff and City Council inquiries and follow up on complaints.

Utilities staff provide water quality regulatory permit administration for various Federal (USEPA) and State (ADEQ) programs including: Safe Drinking Water Act, Clean Water Act, National Pollutant Discharge Elimination System (NPDES), Arizona Aquifer Protection Permit (APP), Water Reuse, Emergency Operations and Safety Programs as required. Within the Utilities Division, the Stormwater Management Section is responsible for Floodplain Administration, as detailed in Title 12 Floodplain Regulations.

FY 16 ACCOMPLISHMENTS

- ✓ Completed IGA with ADOT for I-40 ROW and Red Gap Ranch pipeline
- ✓ Initiated Water, Wastewater, Reclaimed Water and Stormwater Rate Study
- ✓ Completed the Groundwater Modeling with the Coconino Plateau Watershed Partnership for a study that was funded from a \$300,000 grant from the U.S. Bureau of Reclamation Rural Water Supply Program to conduct groundwater, biological and archeological Environmental Assessments for the Red Gap Ranch environmental assessment for pumping at Red Gap Ranch
- ✓ Initiated a surface water flow model (Mike She), of the Rio de Flag (funded by FEMA)
- ✓ Continued to Plan for the Future – completed water and wastewater master planning efforts
- ✓ Addressed resiliency and preparedness efforts in how we approach our daily operations during normal conditions and particularly how we respond during inclement weather conditions efforts included: redundancy of storage of critical data, increased plant security and back-up electrical power

- ✓ Initiated the second phase of a Leak Detection program for the water distribution system
- ✓ Completed Phase I of the Utilities Division Re-organization

FY 17 NEW INITIATIVES AND GOALS

- Complete Water , Wastewater, Reclaimed Water and Stormwater Rate Study
- Initiate up-date to 2011 Water Resources Master Plan
- Complete Phase 2 Red Gap Ranch Feasibility Study

Priority: Management - Effective governance

Goal: Provide a rate structure to meet the financial needs of the utility while allowing us to maintain efficient operations to professionally and cost effectively provide water, stormwater, reclaimed water and wastewater services that meet the present and future environmental, health and safety needs of the community

Objective: Update rates on a regular basis; maintain utility infrastructure necessary to adequately meet current and future community needs

Type of Measure: Outcome

Tool: Financial Revenue Reports

Frequency: Quarterly and Annually

Scoring: 95%

Trend: ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Review rates with internal rate model	Yes	Yes	Yes	Yes
Water revenues % actual vs budget	100%	10%	10%	100%
Sewer revenues % actual vs budget	100%	90%	95%	100%
Customer accounts per employee (Water)	303	332	315	316
Customer accounts per employee (Wastewater)	293	330	298	325
Customer complaints	20	36	20	0

Priority: Management - Customer Service

Goal: Infrastructure and public services will be provided in an efficient, equitable and effective manner

Objective: Exceed customer's water and wastewater service expectations, and reduce number of service complaints

Type of Measure: Outcome

Tool: Customer survey, tracking of customer complaints and compliments

Frequency: Quarterly and Annually

Scoring: 95%

Trend: ↓

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Total number of customer complaints	24	43	18	18
• Water	15	24	18	18
• Wastewater	9	3	0	0
• Stormwater	0	16	0	0
Number of complaints resolved	24	43	100%	100%
Number of compliments received	16	1	100%	100%
Customer Survey Rating	100%	100%	100%	100%
First call resolution	100%	100%	100%	100%

UTILITIES

SECTION 300

ADMINISTRATION

SECTION:		300 - UTILITIES ADMINISTRATION			
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 442,551	\$ 468,183	\$ 468,183	\$ 476,757	\$ 8,574
Contractuals	451,597	244,509	244,509	396,509	152,000
Commodities	14,566	14,200	14,200	14,200	-
TOTAL	\$ 908,713	\$ 726,892	\$ 726,892	\$ 887,466	\$ 160,574
EXPENDITURES BY PROGRAM:					
General Administration	\$ 797,258	\$ 611,252	\$ 611,252	\$ 767,918	\$ 156,666
Water Commission	79	1,180	1,180	1,180	-
Operations Management	111,376	114,460	114,460	118,368	3,908
TOTAL	\$ 908,713	\$ 726,892	\$ 726,892	\$ 887,466	\$ 160,574
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 887,466	
				\$ 887,466	
COMMENTARY:					
The Utilities Administration operating budget has increased by 22% and there are no capital expenditures. The Personnel Services increase of 2% are due to a market pay increase as well as an increase in medical and dental insurance. Contractuals increases of 62% are due to one-time legal fees for water rights litigation. Commodities had no change in budgeted expenditures. There is no major capital (> \$10,000) for this section.					



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PROGRAM DESCRIPTION

The Lake Mary Water Treatment Plant provides conventional surface water treatment from upper Lake Mary. Staff are responsible for the operation of the water plant and all other water production facilities including: Lake Mary Wellfield, Woody Mountain Wellfield, the Inner Basin wells and springs, local well fields and the Reservoir Filtration Plant. Staff also operate and maintain a system water tank and booster stations. The State certified Compliance Lab provides analysis for process control and water quality sampling for compliance. This section cost effectively produces water that meets all safe Drinking Water Act requirements. It manages the quantity of stored water to provide water to customers, with an adequate reserve for fire fighting. It teaches public awareness of the water system through educational programs and demonstrations.

FY 16 ACCOMPLISHMENTS

- ✓ New Aquifer Protection Permit acquired for the Lake Mary sludge recovery lagoons
 - ✓ New below ground 8" discharge water line installed for Lake Mary Well #2 and to benefit LMW #1
 - ✓ Electric motor overhauled at Lake Mary Well #8
 - ✓ New well pump and motor installed at Ft. Tuthill Well
 - ✓ New booster pumps for Foxglenn and Ft. Tuthill pump stations
 - ✓ Maintenance on Cheshire Reservoir brought to current seismic standards and recoated interior and exterior
 - ✓ Engineering Design completed for the electrical upgrades to Lake Mary Water Treatment Plant
 - ✓ Engineering Design completed for the new McAllister Well and Pump Station
 - ✓ Engineering Design completed for three Scada wireless network towers
-

FY 17 NEW INITIATIVES AND GOALS

- Install Stand-by Emergency Generators necessary for resiliency of the water supply
 - Begin construction for the new McAllister Well and Pump Station
 - Complete construction of the electrical upgrades for the Lake Mary Treatment Plant
 - Construct new Woody Mountain SCADA wireless network tower
 - Complete SCADA upgrades to RTU #2 at Lake Mary Water Treatment Plant
 - Renovate the Lake Mary control room with improved security and secure servers
 - Upgrade local wells to update PLC's under SCADA Master Plan
 - Implement Standardized replacement and update equipment for the entire SCADA system
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PERFORMANCE MEASURES

Priority: Management - Effective Governance

Goal: Reduce injury accidents

Objective: Reduce the number of employee accidents by increasing safety awareness through training

Type of Measure: Outcome

Tool: Quarterly reports

Frequency: Daily, monthly, quarterly and annually

Scoring: 90% = ≤ 1 injury accident, 75-90% = 2-3 injury accidents, 75% = 3-5 injury accidents

Trend: ↓

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimate	CY 17 Proposed
Injury accidents	0	0	0	0
Non-injury accidents	0	2	0	0
Lost work days	0	0	0	0
Accidents per million gallons produced	0	0	0	0
Safety training (hours/person)	15.3	10	10	10

Priority: Council - Repair, replace, maintain infrastructure (streets and utilities)

Goal: Provide safe drinking water to citizens of Flagstaff

Objective: Reduce the amount of violations; continue to provide the best quality water by meeting or exceeding all requirements

Type of Measure: Outcome

Tool: Monitoring and instrumentation readings, laboratory testing

Frequency: Daily, monthly, quarterly and annually

Scoring: 90% = ≤ 1 monitoring violation, 75-90% = 2 monitoring violations, 75% = > 2 monitoring violations or 1 violation requiring 30 day public notice.

Trend: ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimate	CY 17 Proposed
Number of Safe Drinking Water Act violations	1	1	0	0

Priority: Management - Resiliency and Preparedness Efforts

Goal: Provide uninterrupted water service to the citizens of Flagstaff

Objective: To provide a level of service that meets the FY 2009 benchmark service level

Type of Measure: Outcome

Tool: Section Reports

Frequency: Monthly

Scoring: Cost per 1000 gals to produce 90%= ≤ \$1.75/1000 gals, 75-90% = \$1.85/1000 gals, 75% = \$1.95/1000 gals

Trend: ↔

Scoring: Production demand as a percent of production capacity Green= ≤ 90%, Yellow = 90 – 95%, Red = >95%.

Trend: ↔

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimate	CY 17 Proposed
Gallons produced in MG	2,816	2,640	2,750	2,825
Cost per 1000 gallons to produce ¹	\$1.64	\$1.70	\$1.72	\$1.78
Actual vs. projected power costs to produce 1000 gallons ³	\$0.73/\$0.78	\$0.74/\$0.78	\$0.75/\$0.75	\$0.77/\$0.77

1 Note: Cost to produce 1000 gallons is based on total expenses compared to total gallons produced for 2015

2 Note: Total capacity includes all wells, North Reservoir Plant and Lake Mary Water Plant – 15% Redundancy

3 Note: Costs to produce do not include Water Distribution or Utilities overhead

UTILITIES	SECTION 301	WATER PRODUCTION
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Priority: Council - Repair, replace, maintain infrastructure (streets and utilities)

Goal: Reduce the number of complaints in the highest water production related category

Objective: 1) Minimize complaints for taste and odor; diligently monitor lake indicating parameters and begin using a combination of chlorine dioxide and powdered activated carbon for taste and odor control before the problem develops in the distribution system; 2) blending well water with lake water if taste and odor conditions persist; 3) if production needs warrant; suspend the use of lake water and use 100% well water should taste and odor problems not be controlled by established methods

Tool: Customer complaint forms

Frequency: Daily

Scoring: 90% = ≤ 22 complaints, 75-90% = 37 complaints, 75% = 55 complaints

Trend: * ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimate	CY 17 Proposed
Number of customer complaints	8	5	15*	15*
Number of complaints per 1000 customers	0.62	0.082	0.21	1.6
Number of compliments received	0	0	10	10

* Note – Water quality complaints are those regarding a treatment or a production issue; Water Distribution handles water quality issues pursuant to the City distribution system. We try to consistently keep what appears to be a historical average of 30, while zero is the preferred goal but can be unrealistic to achieve as a proportion of complaints are due to changes in the ratio of lake water and well water. Each source has a distinctive “taste” and mineral content. We strive to blend appropriately to achieve a reasonable compromise as surface water costs much less to produce than well water.



(Flagstaff Convention and Visitors Bureau)

UTILITIES

SECTION 301

WATER PRODUCTION

SECTION: 301 - WATER PRODUCTION					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 670,809	\$ 725,227	\$ 725,227	\$ 750,912	\$ 25,685
Contractuals	2,292,917	2,683,512	2,683,512	2,713,638	30,126
Commodities	277,313	550,103	470,195	596,510	46,407
Capital	44,675	804,807	60,767	1,019,040	214,233
TOTAL	\$ 3,285,715	\$ 4,763,649	\$ 3,939,701	\$ 5,080,100	\$ 316,451
EXPENDITURES BY PROGRAM:					
General Administration	\$ 434,712	\$ 1,045,297	\$ 799,416	\$ 596,881	\$ (448,416)
Water Treatment Operation	389,425	434,959	434,959	1,252,501	817,542
Buildings and Grounds Maintenance	33,268	56,605	56,605	67,839	11,234
Equipment Maintenance	148,443	348,147	224,988	288,795	(59,352)
SCADA Tracking	90,052	131,186	51,278	122,994	(8,192)
Local Wells	793,231	1,345,365	970,365	1,349,185	3,820
Lake Mary Wellfield	460,621	334,412	334,412	332,214	(2,198)
Woody Mountain Wellfield	759,699	799,142	799,142	792,209	(6,933)
North Reservoirs	52,453	59,730	59,730	62,346	2,616
Inner Basin Maintenance	61,349	115,223	115,223	117,339	2,116
Red Gap Ranch Operation & Mgmt	6,568	23,109	23,109	24,809	1,700
Booster Station Administration	15,112	17,979	17,979	21,086	3,107
Zone A - RFP	-	250	250	250	-
Kinlani	1,315	1,955	1,955	1,505	(450)
University Highlands #1	4,179	1,645	1,645	1,545	(100)
Airport Booster	1,891	1,745	1,745	1,545	(200)
Amberwood Booster	2,860	6,536	6,536	6,336	(200)
Railroad Springs Booster	20,413	26,384	26,384	25,184	(1,200)
Inner Basin Pipeline Maintenance	10,123	13,980	13,980	15,537	1,557
TOTAL	\$ 3,285,715	\$ 4,763,649	\$ 3,939,701	\$ 5,080,100	\$ 316,451
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 5,080,100	
				\$ 5,080,100	
COMMENTARY:					
<p>The Water Production operating budget has increased by 3%. There are capital expenditures of \$1,019,040, resulting in an overall net increase of 27%. The Personnel Services increase of 4% is due to a market pay increase as well as an increase in medical and dental insurance. Contractuals increases of 1% are due to increases in buildings and equipment maintenance. Commodities increases of 8% are due to increases in chemicals needed for water treatment. Major capital (> \$10,000) includes building improvements (\$370,881), water flow meters (\$150,000), and machinery and equipment (\$498,159).</p>					

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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 16 ACCOMPLISHMENTS

- ✓ Crewmembers isolated lines, flushed fire hydrants, cleaned our main lines in the commercial areas, such as in the areas of north downtown, south downtown, south Milton, West Route 66, East Butler Avenue and Woodlands Boulevard; these are areas that have a high amount of restaurants and hotels that may be financially and physically affected by dirty water when the Fire Department does their annual fire hydrant check program
 - ✓ Crewmembers worked mostly at night on the Asphalt Overlay Projects throughout the City to perform inspections of the valves and manholes ensuring proper standards; there were approximately 21,651 linear feet of asphalt overlay and 15,600 linear feet of asphalt in an ADOT R.O.W. that were inspected by Utilities
 - ✓ Our bluestake utility locator completed 3,150 tickets between July 1, 2015 and January 26, 2016
 - ✓ Completed the annual 100 miles of leak detection on our water mains for a total of 200 of 400 miles
 - ✓ Increased involvement in the fire hydrant testing program that the Fire Department performs annually
 - ✓ Reduced the amount of unaccounted for water loss through meter replacement program; 998 meters replaced in CY 2015
 - ✓ Reduced the amount of unaccounted water loss through the leak detection program, fifty percent of the system has been audited
 - ✓ Installed reflective marking/whip antennas on fire hydrants in certain areas where the hydrant has a higher possibility of being buried or damaged during snow removal season
 - ✓ Transitioned from the older, heavier and poor quality concrete water meter boxes to the new composite type meter boxes
-

FY 17 NEW INITIATIVES AND GOALS

- Locate, clean and operate valves throughout the City of Flagstaff, adjust and repair as needed
- Isolate lines, flush fire hydrants, clean out main line areas that may be financially and physically affected by dirty water
- Locate, adjust/repair and flush dead end lines
- Flush areas of low demand and or flow to prevent poor water quality issues
- Develop a hydrant flushing program that meets the Fire Department check program, cleans the main lines and improves water quality
- Expand the use of reflective marking whips on fire hydrants in certain areas where the hydrant has a higher possibility of being buried or damaged during the snow removal season
- Reduce the amount of unaccounted water loss through meter replacement and other means
- Water Services Distribution to assist other sections within Utilities as needed

- Install fire hydrant locking devices to help in reducing the amount of unaccounted water
- Implement CMMS System

PERFORMANCE MEASURES

Priority: Council - Repair, replace, maintain infrastructure (Water Quality Issues / Complaints / Outage time)

Goal: Provide good safe and reliable drinking water to citizens of Flagstaff; reduce water outage time hours

Objective: Reduce infrastructure problems that result in water quality issues by properly operating (fire department) and maintaining water distribution system, return ample water pressure to public as soon as possible

Type of Measure: Outcome

Tool: Monitoring and instrumentation readings, laboratory testing, CMMS System

Frequency: Daily, monthly, quarterly and annually

Scoring: (5.1%) Acceptable Water loss <10% acceptable, >10% is unacceptable

Trend: ←→

Measures:	FY 14 Actual	FY15 Actual	FY16 Estimate	FY 17 Proposed
Number of complaints	5	14	10	10
Number of complaints per 1,000 customers	0.26	0.73	<0.62	<0.62
Number of compliments	7	1	6	6
Number of water breaks	18	10	12	10
Number of water breaks per 100 miles of pipe	2.8	2.29	<2.8	<2.8
Total water outage time in hours	1,427	2,217	1,250	1,250
a. Scheduled	1,194	1,232	750	750
b. Unscheduled	233	985	500	500
c. Isolation time (estimate)	30 min.	30 min.	30 min.	30 min.
d. Unaccounted water loss (meter accuracy, hydrant flushing, leaks/breaks, etc.)	14%	11%	11%	11%

Priority: Management - Effective Governance

Goal: Reduce accidents and maintain high safety standards

Objective: To communicate the importance of safety and loss control through our safety program

Type of Measure: Outcome

Tool: Risk management tracking of recordable incidents

Frequency: Daily, monthly, quarterly and annually

Scoring: low – accidents, (-1.25%; -2%; -2.5% /low to high)

Trend: ←→

Measures:	FY 14 Actual	FY15 Actual	FY 16 Estimate	FY 17 Proposed
Number of injury accidents	1	2	0	0
Number of lost time accidents	0	0	0	0
Safety training hours per employee	12.15	15.00	25.00	25.00

UTILITIES

SECTION 303

WATER DISTRIBUTION

SECTION:		303 - WATER DISTRIBUTION			
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 936,154	\$ 992,520	\$ 992,520	\$ 970,763	\$ (21,757)
Contractuals	123,801	275,513	228,013	263,013	(12,500)
Commodities	437,034	450,784	450,784	434,284	(16,500)
Capital	25,417	217,000	142,923	74,077	(142,923)
TOTAL	\$ 1,522,407	\$ 1,935,817	\$ 1,814,240	\$ 1,742,137	\$ (193,680)
EXPENDITURES BY PROGRAM:					
General Administration	\$ 156,931	\$ 361,752	\$ 316,431	\$ 217,784	\$ (143,968)
Water System Maintenance & Operation	341,566	365,538	326,782	323,411	(42,127)
Main & Service Line Repair	412,661	384,348	384,348	374,983	(9,365)
Main Ext. - Fire Hydrant & Valve	33,338	34,061	34,061	33,770	(291)
Valve & Fire Hydrant Maintenance	107,441	254,707	217,207	255,374	667
Meter Installation	402,741	423,589	423,589	425,586	1,997
Meter Repair and Testing	30,111	72,496	72,496	73,028	532
Blue Stake	37,616	39,326	39,326	38,201	(1,125)
TOTAL	\$ 1,522,407	\$ 1,935,817	\$ 1,814,240	\$ 1,742,137	\$ (193,680)
SOURCE OF FUNDING:				WATER AND WASTEWATER FUND	
				\$ 1,742,137	
				\$ 1,742,137	
COMMENTARY:					
The Water Distribution operating budget has decreased by 3%. There are capital expenditures of \$74,077, resulting in an overall net decrease of 66%. The Personnel Services decrease of 2% is due to a market pay increase as well as an increase in medical and dental insurance, net of a one-time retirement payout in the prior year. Contractuals decreases of 5% and commodities decreases of 4% are due to prior year one-time items. Major capital (> \$10,000) includes vehicle replacements (\$64,321) and computer hardware/software (\$9,756).					



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PROGRAM DESCRIPTION

Core functions of the Water Resources Management Section include administration of the Water Resources Management and Water Conservation Programs. Under the Water Resources Management Program, we serve on committees with numerous outside agencies and organizations that include: Arizona Department of Water Resources (ADWR), U.S. Forest Service, National Park Service, U.S. Fish and Wildlife, Arizona Game and Fish, and serve on boards and technical advisory groups with the Coconino Plateau Water Advisory Council, Northern Arizona Municipal Water Users Association and the Lake Mary-Walnut Canyon Watershed Planning Group. In addition, staff review proposed water legislation and provide input to Council and Legislators. Staff work with Geographic Information System (GIS) staff to evaluate the needs of new development and anticipated future growth in conjunction with the Regional Plan. Staff track current, committed and projected water demands and Council approved plats and report this information annually to ADWR, as required by Community Water Systems and the City's Designation of Adequate Water Supply (DADE). This program also oversees groundwater modeling work required under the City's DADE.

Core functions of the Water Conservation Program are to administer the water rebate programs, address water complaints, coordinate educational activities including the annual Project WET Water Festival, organize community water workshops and staff booths at water and science events throughout the year. The Water Conservation Program Manager oversees the hiring and duties of the temporary water conservation enforcement aide positions. Staff in this program also oversee the reclaimed water rebate applications, agreements and permitting requirements with the Arizona Department of Environmental Quality under the City's Type 3 Reclaimed Water Reuse Permit.

FY 16 ACCOMPLISHMENTS

- ✓ Completed study that was funded from a \$300,000 grant from the U.S. Bureau of Reclamation Rural Water Supply Program to conduct groundwater, biological and archeological Environmental Assessments for Red Gap Ranch
 - ✓ Completed the annual 100 miles of leak detection on our water mains, for a total of 200 of 400 miles
 - ✓ Closely tracked peak available water supply, current peak demand and committed peak demand as described in Water Policy F2
 - ✓ Provided \$22,500 in water rebates, including 184 for high-efficiency toilets
 - ✓ Converted 25,124 square feet of turf to xeriscape through the turf rebate program at five residences
 - ✓ Provided two rain water harvesting tank rebates, each for >1,000 gallons of capacity
 - ✓ Provided water education to 735 fourth grade students in the Flagstaff area at the Water Festival
 - ✓ Initiated ULM Watershed Monitoring Project partnership with Salt River Project
 - ✓ Met goal of providing average of one presentation/outreach event per month
-

FY 17 NEW INITIATIVES AND GOALS

- ✓ Expand the rebate program
- ✓ Create a water rebate assistance program for low-income and elderly customers
- ✓ Focus on public outreach of water issues by providing an average of one presentation per month to community groups
- ✓ Complete Phase III of Leak Detection for an additional 100 miles of distribution pipe (Regional Plan Policy WR.2.3; develop programs to minimize lost and unaccounted for water)
- ✓ Apply for grants that support projects to reduce lost and unaccounted for water or better metering (Regional Plan Policy WR.2.3; develop programs to minimize lost and unaccounted for water)
- ✓ Obtain temporary or full-time staff to initiate new water conservation programs
- ✓ Complete a revised Water Resources Master Plan (Regional Plan Policy WR.2.1; develop and adopt an integrated water master plan that addresses water resources, water production and its distribution, wastewater collection and its treatment and reclaimed water treatment and its distribution)
- ✓ Develop a Water Conservation Plan
- ✓ Develop water loss program team

PERFORMANCE MEASURES

Priority: Management - Effective Governance –Resiliency and Preparedness Efforts

Council Goal: Ensure Flagstaff has a long-term water supply for current and future needs

Utilities Principals of Sound Water Management Policy: B2 – Water Adequacy – Adequate Water Supply

Regional Plan Goal: WR.3.7. Calculate the volume of local water resources it has available and make periodic updates as appropriate; WR.3.8. Implement a water management program that creates a linkage between new growth and a minimum 100-year water supply

Objective: Track current, committed and projected water needs based on council-approved plats, building permits and Certificates of Occupancy as part of our annual reporting Adequate Water Supply

Type of Measure: Output

Tool: Reports from Development Services

Frequency: Reported annually to ADWR by July 1 for year prior

Scoring: 100%

Trend: ↑

Measures:	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed
Recorded residential lots not yet served	2,867	2,021	2,095	2,000
Recorded non-residential acres not served	310	505	224	400
Total Committed Water Demand (acre-feet)	819	1,058	786	1,000
Total Adequate Water Supply Designation Remaining (acre-feet) ¹	4,034	4,093	4,427 ²	4,500

¹ Current Delivery + Committed Demand subtracted from 9,913 AF of groundwater and 3,585 AF of surface water and the total production for the year. The 'Total Adequate Water Supply Designation Remaining' does not include the 8,000 AF/year from Red Gap Ranch.

² Based on a preliminary total production for 2015 of 8,013 AF.

Priority: Management - Effective Governance – Resiliency and Preparedness Efforts

Council Goal: Ensure Flagstaff has a long-term water supply for current and future needs

Utilities Principals of Sound Water Management Policy: F2 – Water System Capacity Allocation

Regional Plan Goal: WR.3.7. Calculate the volume of local water resources it has available and make periodic updates as appropriate; WR.3.8. Implement a water management program that creates a linkage between new growth and a minimum 100-year water supply

Objective: Track Peak Capacity vs. Committed Development Water Demands

Type of Measure: Output

Tool: Water and Sewer Impact Analyses; reports from water production

Frequency: Monthly

Scoring: 100%

Trend: ↑

Measures:	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed ³
Peak Capacity Available (MGD) ¹	19.0	19.0	18.8	19.2
Peak Reserved for Anticipated Demand (MGD)	13.5	13.5	13.5	13.5
Committed WISA and Other Demands (MGD)	1.7	3.2	1.2	2.0
Peak Capacity Available for Development (MGD)	3.8	2.3	2.1	3.7
Committed peak day capacity (Water Policy F2.1)	80%	87%	78%	79%

¹ Annual Report to the Water Commission

² Contingent upon Upper Lake Mary water level in April 2015

³ Assumes McAllister Well comes online in 2016

Priority: Management - Effective Governance – Customer Service – Resiliency and Preparedness Efforts

Council Goal: Ensure Flagstaff has a long-term water supply for current and future needs

Regional Plan Goal: WR.2.3. Develop programs to minimize lost and unaccounted for water

Objective: Reduce lost and unaccounted for water

Type of Measure: Output

Tool: Reports from contractor; distribution staff

Frequency: Annually

Scoring: 100%

Trend: ↔

Measures:	FY 14 Actual	FY 15 Actual	FY 16 Actual ²	FY 17 Proposed
Miles of distribution pipeline surveyed	105	101	N/A	100
Possible leaks identified by contractor	50	20	N/A	30
Estimated gallons saved (Gallons Per Minute)	67	59 ¹	N/A	50
Customer meters replaced	993	1036	830	1000

¹ Includes an estimated leak of 35 GPM found in ¾-inch distribution pipe by staff in September 2014

² One quarter remaining in FY16-this is an estimate

Priority: Management - Effective Governance – Customer Service – Resiliency and Preparedness Efforts

Council Goal: Ensure Flagstaff has a long-term water supply for current and future needs

Regional Plan Goal: WR.3. Satisfy current and future human water demands and the needs of the natural environment through sustainable and renewable water resources and strategic conservation measures

Objective: Provide incentives for customers to use less water and to save money on water bills

Type of Measure: Output; number of rebates given

Tool: Division reports

Frequency: Monthly

Scoring: 100%

Trend: ↑

Measures:	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed
High efficiency toilet rebates	204	283	184	250
Turf removal xeriscape rebates	3	4	5	5
Rainwater harvesting tank rebates	4	4	2	3
Turf removed for xeriscape (square feet)	9,731	16,000	25,124	20,000

Priority: Management - Effective Governance – Customer Service – Resiliency and Preparedness Efforts

Council Goal: Improve effectiveness of notification, communication and engagement with residents, neighborhoods and businesses about City services, programs, policies, projects and developments

Objective: Improve and evaluate customer outreach on water resources and water conservation topics

Type of Measure: Output

Tool: Division reports

Frequency: Monthly

Scoring: 100%

Trend: ↔

Measures:	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed
Number of radio ad days	0	100	89	50
Number of radio interviews	N/A	2	4	5
Number of classrooms visited	0	5	6	5
Number of events attended (Earth Day, Farmers Market, etc.)	2	3	30	10
Number of community presentations on water	2	2	9	5
Number of 4 th grade students at Water Festival	667	1,080	735	800
Number of customers issued warnings and violations	3	25	265	200
Number of fines for violations issued	0	1	0	0

UTILITIES

SECTION 304

**WATER RESOURCE
MANAGEMENT**

SECTION: 304 - WATER RESOURCE MANAGEMENT					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 253,350	\$ 223,249	\$ 223,249	\$ 303,101	\$ 79,852
Contractuals	93,912	88,700	88,700	299,300	210,600
Commodities	37,116	17,100	17,100	30,100	13,000
Capital	14,837	-	-	-	-
TOTAL	\$ 399,215	\$ 329,049	\$ 329,049	\$ 632,501	\$ 303,452
EXPENDITURES BY PROGRAM:					
General Administration	\$ 125,123	\$ 102,818	\$ 102,818	\$ 104,547	\$ 1,729
Water Resources	75,793	43,850	43,850	197,950	154,100
Water Conservation	198,299	182,381	182,381	330,004	147,623
TOTAL	\$ 399,215	\$ 329,049	\$ 329,049	\$ 632,501	\$ 303,452
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 632,501	
				\$ 632,501	
COMMENTARY:					
<p>The Water Resource Management operating budget has increased by 92% and there are no capital expenditures. The Personnel Services increase of 36% is due to a market pay increase as well as an increase in medical and dental insurance, net of the addition of a 1.0 FTE Water Conservation Specialist. Contractuals increases of 237% are due to increases for the expansion of the water conservation program and related rebates as well as one-time costs for consultant fees and the watershed monitoring project. Commodities increases of 76% are due to increases in operating supplies and promotional materials related to expansion of the water conservation program. There is no major capital (> \$10,000) for this section.</p>					



MISSION

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PROGRAM DESCRIPTION

Core functions of the Utilities Engineering Section include: Project Management of a \$7M Capital Improvement Program (CIP), new development, plan review and GIS database administration and system installation and maintenance.

The Section also administers all ADEQ Water and Sewer permits and the City Change Order Committee. Utilities asset management includes using an enterprise level Geographic Information System (GIS) linked to a computerized maintenance management system to maintain up-to-date infrastructure inventory and maintenance records. Utilities engineering evaluates capital improvement needs, including prioritization and provide project management engineering services for capital improvement projects. Utilities staff maintain hydraulic computer models of the City's water, sewer and reclaimed infrastructure and use these tools to evaluate the needs of new development and anticipated future growth in conjunction with the Regional Plan. Staff also research customer, staff and City Council inquiries and follow up on complaints.

FY 16 ACCOMPLISHMENTS

- ✓ Completed Grit Tank System Improvements at Wildcat Hill WWTP
 - ✓ Completed replacement of 3,579 feet of aging water line within Leroux Street in Downtown area
 - ✓ Completed replacement of 2,205 feet of aging sewer lines within Bonito Street
 - ✓ Completed 2,016 manhole rehabilitations
 - ✓ Completed replacement of air compressor equipment in Wildcat Hill WWTP
 - ✓ Completed SCADA room improvements at Wildcat Hill WWTP
 - ✓ Updated Utilities 10 year Capital Improvement Program
 - ✓ Conducted condition assessments of Rio De Flag Water Reclamation Plant equipment and electrical systems
 - ✓ Completed water analysis for Southside Flagstaff Regional Plan
 - ✓ Received APS Energy rebates for Wildcat grit blowers, air compressors and lighting system improvements
 - ✓ Initiated and reviewed bid plans for annual water and sewer replacement programs
-

FY 17 NEW INITIATIVES AND GOALS

- Complete user fee analysis for grease and septage receiving customers
 - Install and complete blower energy efficiency upgrades at Rio Wastewater Plant
 - Design and complete Co-Gen Gas Conveyance System Improvements at Wildcat Hill WWTP
 - Design and complete Septage Receiving Station Improvement project
 - Initiate additional plant energy improvement projects identified in the 2010 Energy Audit study
-

PERFORMANCE MEASURES

Priority: Council - Repair, replace, maintain infrastructure (streets and utilities)

Goal: Infrastructure and public services will be provided in an efficient, equitable and effective manner

Objective: Exceed customer water and wastewater service expectations, and minimize water unscheduled outage hours (repairs)

Type of Measure: Outcome

Tool: Compliance testing, monitoring condition of infrastructure

Frequency: Quarterly and annually

Scoring: 100%

Trend: ←→

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Capital projects managed	13	13	12	8
Water distribution pipe replacement rate ¹	1.212	1.91	.67	.90
• Miles of pipe needed to be replaced ²	25.3	24.08	22.17	21.50
Wastewater collection pipe replacement rate ¹	.42	.63	.42	.45
• Miles of pipe needed to be replaced ²	11.3	10.8	10.25	9.83
• Insurance claims	\$0	\$0	\$0	\$0
Number of ADEQ permits processed ³	36	51	41	50

Notes:

1 – Total miles of pipe > 75 years old replaced

2 – Total miles of pipe in distribution/collection system that is > 75 years old

3 – Number of ADEQ permits, Water ATC, Sewer 4.01 NOI, Sewer Treatment Capacity Assurance, Sewer Collection Capacity Assurance

Priority: Regional Plan (2030) – Growth Areas and Land Use, Applicable to All Land Uses (Goal LU.7 and LU.8)

Goal: Provide for public services and infrastructure; balance future growth with available water resources

Objective: Ensure water and sewer infrastructure is adequate for new development to occur and to make the best use of water and energy resources

Type of Measure: Output

Tool: Division reports

Frequency: Quarterly and annually

Scoring: 90 -100%%

Trend: ←→

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Number of Inter Division Staff (IDS) plans reviewed	350	384	395	415
Number of water and sewer impact analysis performed for developers	6	8	10	12

UTILITIES

SECTION 305

UTILITIES ENGINEERING

SECTION: 305 - UTILITIES ENGINEERING					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 291,918	\$ 373,175	\$ 373,175	\$ 366,864	\$ (6,311)
Contractuals	148,321	50,470	50,470	176,520	126,050
Commodities	108,533	5,020	5,020	8,970	3,950
TOTAL	\$ 548,772	\$ 428,665	\$ 428,665	\$ 552,354	\$ 123,689
EXPENDITURES BY PROGRAM:					
General Administration	\$ 355,237	\$ 335,194	\$ 335,194	\$ 457,653	\$ 122,459
GIS-Utilities	193,535	93,471	93,471	94,701	1,230
TOTAL	\$ 548,772	\$ 428,665	\$ 428,665	\$ 552,354	\$ 123,689
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 552,354	
				\$ 552,354	
COMMENTARY:					
The Utilities Engineering Services operating budget has increased by 29% and there are no capital expenditures. The Personnel Services decrease of 2% is due to a market pay increase as well as an increase in medical and dental insurance, net of salary savings for the 1.0 FTE Project Manager added in the prior year. Contractuals increases of 250% are due to increases for engineering and consultant fees. Commodities increases of 79% are due to one-time costs for tablet computers. There is no major capital (> \$10,000) for this section.					



MISSION

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PROGRAM DESCRIPTION

Core functions of the Regulatory Compliance Section include sampling, testing, documenting and reporting the quality of the City's water, wastewater, reclaimed water and industrial pretreatment and backflow systems as directed under state and federal regulations and permits. The section also maintains the air quality permit for the Wildcat Hill wastewater treatment plant. The Section manages two (2) State licensed laboratories, administers the Multi-Sector General Permit (MSGP) at the Wildcat Hill and Rio de Flag wastewater plants, manages the Municipal Separate Storm Sewer System (MS4) permit and works with regulatory agencies to update permits. The section also coordinates the Utility Division's safety programs.

The Regulatory Compliance Section represents the City by maintaining relationships with other professionals in the water and environmental compliance field and participating in or hosting meetings and workshops. We are a liaison with numerous outside agencies and organizations that include the United States Environmental Protection Agency (USEPA), Arizona Department of Environmental Quality (ADEQ), Arizona Department of Water Resources (ADWR), Advisory Panel on Emerging Contaminants and Environmental Laboratory Advisory Committee. In addition, staff review proposed water quality legislation and provide input to Council and Legislators. Staff provide water quality regulatory permit administration for various Federal (USEPA) and State (ADEQ) programs including: Safe Drinking Water Act, Clean Water Act, Clean Air Act, National Pollutant Discharge Elimination System (NPDES), Arizona Pollutant Discharge Elimination System (AZPDES), Arizona Aquifer Protection Permit (APP), Reclaimed Water Permit, Multi-Sector General Permit (MSGP), Municipal Separate Storm Sewer System (MS4), Emergency Operations and Safety Programs as required.

FY 16 ACCOMPLISHMENTS

- ✓ First complete year of the newly created Regulatory Compliance Section; all laboratory supervisors and staff that oversee compliance within the water, wastewater, backflow and industrial waste regulatory compliance programs were brought into the new section
- ✓ Successfully updated the AZPDES permits for the Rio de Flag Water Reclamation Facility (Rio WRF) and Wildcat Hill Wastewater Treatment Plant (Wildcat WWTP)
- ✓ Participated and provided valuable input in beta testing ADEQ's new program for online submittals of discharge monitoring reports (DMR) and self-monitoring reporting forms (SMRF)
- ✓ Standardized ordering and operating the Rio de Flag and Wildcat Hill wastewater labs
- ✓ Passed the new Industrial Waste Local Limits ordinance in City Code
- ✓ Coordinated efforts between the wastewater lab and industrial waste to sample the effluent from the Rio de Flag and Wildcat Hill wastewater plants to save the City money in sampling costs
- ✓ Submitted an aquifer protection permit (APP) modification for the Wildcat Hill Wastewater Treatment Plant to ADEQ to modify the monitoring schedule for the point of compliance well and change the name to the Wildcat Hill Water Reclamation Plant
- ✓ Industrial Waste program staff resolved TTHM issues at the Wildcat WWTP and identified a source of ammonia affecting the Rio WRP through extensive testing of the water quality in the sewer system
- ✓ Purchased ammonia monitors to better assist Wastewater Collections in tracking ammonia in the collection system

- ✓ Submitted a renewal for the Air Quality permit for the Wildcat Hill wastewater plant
- ✓ Obtained the area-wide AZPDES de minimis permit from ADEQ
- ✓ Obtained a Type 3.02 general permit to allow the use of sludge drying ponds at the Lake Mary treatment plant
- ✓ Implemented software to track and manage compliance data for the drinking water and water labs
- ✓ Upgraded flow and pH monitoring equipment located at SIU outfalls to provide secure real time, web based information
- ✓ Closed Consent Order for the Wildcat Hill Wastewater plant

FY 17 NEW INITIATIVES AND GOALS

- Implement new software for management of compliance data for Industrial Waste
- Review and update SOPs for all compliance and process laboratories
- Review and update emergency plans for all laboratories
- Modify the current stormwater management plan (SWMP) to meet the new Municipal Separate Storm Sewer System (MS4) Permit, due in 2016
- Update safety program for compliance
- Improve the accuracy of industry discharge monitoring by reducing and removing the reliance on industry flow meters used to calculate wastewater fees and penalties for non-compliance
- Upgrade the dechlorinator at Frances Short Pond
- Set up Industrial Waste to conduct 15 minute analysis for ultra-low chlorine analysis from the reclaim water to Frances Short Pond

PERFORMANCE MEASURES

Priority: Management - Effective Governance

Utilities Goal: Maintain public safety and employee safety while remaining committed to short response times

Objective: No employee accidents resulting in injury or lost time accidents; no damage to public or private property

Type of Measure: Outcome; no injuries or damages

Tool: Risk management tracking of recordable incidents, quarterly performance metrics report and annual summary report

Frequency: Quarterly and annually

Trend: ←→

Measures:	CY 13 Actual	CY 14 Actual	CY 15 Estimate	CY 16 Proposed
Number of injury accidents	N/A	0	0	0
Number of non-injury accidents	N/A	0	0	2

Priority: Effective Governance – Customer Service

Utilities Goal: Maintain public trust

Utilities Principals of Sound Water Management Policy: B3 Water Quality

Objective: No missed compliance sampling events or deadlines with agencies; protect human health and environmental quality; monitor city water and wastewater quality

Type of Measure: Outcome

Tool: Compliance tracking of sampling and reporting requirements with ADEQ permits and rules

Frequency: Daily

Trend: ↑

Measures (Water System):	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed
Number of customer complaints addressed	12	13	5	10
Number of samples collected	N/A	1,250	1,303	1,250
Missed sampling events (yes/no)	N/A	Yes	No	No
Missed sampling events resulting in NOV	N/A	1	0	0
Number of locations sampled per CEC panel	N/A	21	60	0

Measures (Wastewater System):	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed
Number of samples collected	N/A	3,422	3,221	3,400
Compliance reports sent to ADEQ	N/A	37	37	37
Missed sampling events (yes/no)	N/A	0	0	0
Number of notices of violations resulting from missed reporting events with ADEQ	N/A	N/A	0	0

Priority: Effective Governance - Resiliency and Preparedness Efforts – Customer Service

Utilities Goal: Protect wastewater treatment facilities and the environment from business and industrial discharges

Objective: Inspect all businesses connected to City of Flagstaff water system for pretreatment needs

Type of Measure: Output

Tool: Inspections

Frequency: Daily

Trend: ↔

Measures:	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed
Blockages/Notice of Violations (NOV's) issued	1	1	0	0
Resulting in sewer line cleaning	2	2	0	0

Priority: Effective Governance - Resiliency and Preparedness Efforts – Customer Service

Utilities Goal: Protect city drinking water

Objective: Protect water quality and prevent cross connections into water system

Type of Measure: Outcome

Tool: Testing and installation of backflow prevention assemblies

Frequency: Daily

Trend: ↔

Measures:	CY 13 Actual	CY 14 Actual	CY 14 Actual	CY 15 Proposed
Backflow prevention assemblies (BPA) tested	2,872	2,872	2,789	2,789
BPA's tested that failed	10%	10%	6.5%	6.5%
Water quality violations due to BPA failing	0	0	0	0

UTILITIES

SECTION 306

REGULATORY COMPLIANCE

Priority: Effective Governance - Resiliency and Preparedness Efforts – Customer Service

Utilities Goal: Prevent harmful and illegal discharges into collection system by Significant Industrial Users (SIU)

Council Goal: Foster relationships and maintain economic development commitment to partners

Objective: Protect the wastewater collection system, personnel and environment from SIU discharges

Type of Measure: Outcome

Tool: Notifications, inspections

Frequency: Daily

Trend: ←→

Measures:	CY 13 Actual	CY 14 Actual	CY 15 Actual	CY 16 Proposed
Industry and plant samples analyzed	144	144	144	150
NOV's written to industries	0	1	0	1
NOV's written to commercial sites	3	0	0	0

SECTION: 306 - REGULATORY COMPLIANCE					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 672,468	\$ 686,372	\$ 686,372	\$ 695,736	\$ 9,364
Contractuals	207,392	218,033	218,033	219,733	1,700
Commodities	67,333	106,428	106,428	104,728	(1,700)
TOTAL	\$ 947,193	\$ 1,010,833	\$ 1,010,833	\$ 1,020,197	\$ 9,364
EXPENDITURES BY PROGRAM:					
General Administration	\$ 93,759	\$ 81,942	\$ 81,942	\$ 113,211	\$ 31,269
Water Regulatory and Lab Services	208,543	252,867	252,867	262,302	9,435
Wastewater Regulatory and Lab Services	320,166	359,051	359,051	313,165	(45,886)
Reclaim Water Regulatory and Lab Services	-	14,404	14,404	14,404	-
Stormwater Regulatory and Lab Services	-	5,000	5,000	5,000	-
Industrial Waste Administration	150,479	120,812	120,812	312,115	191,303
NPDES Monitoring-Wastewater Plants	50,961	16,306	16,306	-	(16,306)
Industrial Waste Monitoring	32,179	68,788	68,788	-	(68,788)
Backflow Cross Connection Control	91,106	91,663	91,663	-	(91,663)
TOTAL	\$ 947,193	\$ 1,010,833	\$ 1,010,833	\$ 1,020,197	\$ 9,364
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 1,020,197	
				\$ 1,020,197	
COMMENTARY:					
The Regulatory Compliance operating budget has increased by 1% and there are no capital expenditures. The Personnel Services increase of 1% is due to a market pay increase as well as an increase in medical and dental insurance. Contractuals increases of 1% are due to increases in travel, lodging and meals. Commodities decreases of 2% are due to decreases in machinery and equipment parts. There is no major capital (> \$10,000) for this section.					

MISSION

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PROGRAM DESCRIPTION

The Wildcat Hill Wastewater Treatment Plant is a six million gallon-per-day rated facility. This program is responsible for the day-to-day operation and maintenance of wastewater treatment, solids handling and the treatment of Class A reclaimed water.

FY 16 ACCOMPLISHMENTS

- ✓ Completed all elements of ADEQ Consent Order
 - ✓ Maintained total nitrogen levels below 8 mg/L in reclaimed water Class A+
 - ✓ Produced A reclaimed water on a consistent basis
 - ✓ Upgraded SCADA System – In progress
 - ✓ Continuously improved operations and maintenance
 - ✓ Security upgrades
 - ✓ Installed safety equipment on the anaerobic digesters
 - ✓ Bi-weekly computerized safety training for staff
 - ✓ Vendor equipment training at the facilities
-

FY 17 NEW INITIATIVES AND GOALS

- Install Gravity Belt Thickener (GBT)
 - Improve Geo Bag solids management process
 - Maintain total nitrogen levels below 8 mg/L in reclaimed water
 - Produce A reclaimed water on a consistent basis
 - Replacement of existing Chlorinator and Sulfanator
 - Continuously improve operations and maintenance
 - Security upgrades
 - Continue computerized bi-weekly safety training for staff
 - Continue vendor equipment training at the facilities
 - Increase energy efficiencies
-

PERFORMANCE MEASURES

Priority: Management - Resiliency and Preparedness Efforts

Goal: Run Co-Generation at 100% power on digester gas

Objective: Reduce demand on public utilities by utilizing available digester gas

Type of Measure: Outcome

Tool: Meters on digester and natural gas at Co-Gen

Frequency: Quarterly, annually

Scoring: Efficiency based on % digester gas

Trend: ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Digester gas vs natural gas	89%	100%	100%	100%

Priority: Management - Resiliency and Preparedness Efforts

Goal: Provide a good quality of life for our customers, neighbors and employees

Objective: Reduce the number of complaints and injuries

Type of Measure: Outcome

Tool: Reports received from customers

Frequency: Daily

Scoring: 1-2 = 90% 3-5 = 75% ≥6 = 50%

Trend: ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Number of complaints (odors, ect.)	0	0	0	0
Number of on the job lost time accidents/injuries	2	1	0	0

Priority: Management - Effective Governance

Goal: Maintain financial responsibility that meets or exceeds the City of Flagstaff expectations

Objective: Maintain cost per thousand gallons to treat

Type of Measure: Outcome

Tool: Financial reports

Frequency: Monthly

Scoring: < \$1.60 = 100% \$1.60 - \$1.80 = 90% >\$1.80 = 75-50%

Trend: ↓

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 16 Proposed
Cost per thousand gallons to treat (influent)	\$1.57	1.57	\$1.65	\$1.75

Note: Costs for treatment do not include wastewater collection, industrial waste or administration overhead

Priority: Management - Effective Governance

Goal: Provide wastewater treatment and Class A reclaimed water that meets or exceeds criteria for Federal, State and Water Reuse Permits

Objective: Production and distribution of Class A reclaimed water that is safe for its intended use

Type of Measure: Outcome

Tool: Laboratory testing

Frequency: Daily, monthly, quarterly and annually

Scoring: 1-2 = 90% 3-5 = 75% ≥6 = 50%

Trend: ↓

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Number of regulatory permit violations (within plant design) issued by ADEQ	5*	0	0	0
Number of regulatory permit violations (beyond plant capabilities) issued by ADEQ	0	0	0	0
Number of permit exceedances (non-violation level)**	N/A	0	0	0

*Most violations are from recurring issues the facility has been working on identifying within an existing ADEQ Consent Order.

** Permit violations come from ADEQ, while permit exceedances are time that the facility fails to meet its permit limits and are not violations.

Priority: Council - Repair, Replace, Maintain Infrastructure (streets & utilities)

Goal: Exceed the expectations of our customers

Objective: Continue to provide services that meet or exceed all Federal, State and City requirements

Type of Measure: Input

Tool: Flow measurements

Frequency: Daily

Scoring: 50-65% of capacity = 100%; 65-75% of capacity = 90%; >75% of capacity = 75-50%

Trend: ↔

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Gallons of wastewater treated (billions)	1.30 ↑	1.32↑	1.34↑	1.36↑
Gallons of septage treated (millions)	2.96 ↓	2.66↓	3.00	3.00
Gallons of reclaim water sold (millions)	280 ↑	282↑	284	286
Gallons of grease treated (thousands)	703 ↓	614↓	700	700
Gallons of mud sludge (thousands)	34 ↓	61↑	65	65
Dry metric tons of solids/sludge injected	911 ↓	824↓	950	950

UTILITIES

SECTION 311

**WASTEWATER TREATMENT
PLANT - WILDCAT**

SECTION: 311 - WASTEWATER TREATMENT - WILDCAT					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 617,972	\$ 644,534	\$ 644,534	\$ 668,843	\$ 24,309
Contractuals	985,292	916,200	916,200	1,041,600	125,400
Commodities	482,303	423,692	423,692	445,492	21,800
Capital	59,773	815,308	438,559	628,749	(186,559)
TOTAL	\$ 2,145,341	\$ 2,799,734	\$ 2,422,985	\$ 2,784,684	\$ (15,050)
EXPENDITURES BY PROGRAM:					
General Administration	\$ 131,323	\$ 641,107	\$ 264,358	\$ 749,415	\$ 108,308
Plant Operations	1,238,688	1,180,972	1,180,972	1,278,547	97,575
Plant Maintenance	460,467	501,017	501,017	406,129	(94,888)
Septage Collection	9,485	650	650	27,650	27,000
WH Rio Maintenance	7,865	1,700	1,700	1,700	-
Solids Handling	293,936	474,288	474,288	303,243	(171,045)
Reclaim Services	3,576	-	-	18,000	18,000
TOTAL	\$ 2,145,341	\$ 2,799,734	\$ 2,422,985	\$ 2,784,684	\$ (15,050)
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 2,784,684	
				\$ 2,784,684	
COMMENTARY:					
<p>The Wastewater Treatment - Wildcat operating budget has increased by 9%. There are capital expenditures of \$628,749, resulting in an overall net decrease of 1%. The Personnel Services increase of 4% is due to a market pay increase as well as an increase in medical and dental insurance. Contractuals increases of 14% are due to increases in utilities and maintenance. Commodities increases of 5% are due to increases in computer software, supplies, and machinery and equipment parts. There is major capital (> \$10,000) for gas conveyance system and co-gen improvements (\$376,749), a chlorinator and sulfanator (\$17,000), building improvements (\$10,000), and a gravity belt thickener (\$225,000).</p>					



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PROGRAM DESCRIPTION

The Rio de Flag Water Reclamation Facility processes wastewater flow from the western half of the city and treats reclaimed water for a variety of non-potable uses. Landscape irrigation is the principal use of reclaimed water but it is also used for non-potable commercial and industrial uses. Excess reclaimed water is released to the Rio de Flag wash for riparian enhancement and groundwater augmentation. This semi-automated treatment facility uses advanced technology to produce reclaimed water that is rated as Class A+ by the state of Arizona. The program monitors product water quality as well as 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 16 ACCOMPLISHMENTS

- ✓ Staff switched treatment trains taking train one off line, while placing train two online
 - ✓ Installation of security system both inside and outside of the facility with video surveillance and installed electronic door locks
 - ✓ Began engineering design for the upgrade of the UV disinfection system
 - ✓ Installed new flow meters on the main influent pipe
 - ✓ Began the process of upgrading the facility controls in accordance with the new SCADA Master Plan
 - ✓ Completed a facility assessment covering the process equipment, electrical controls and on-site infrastructure
 - ✓ Started a comprehensive Preventive Maintenance program
 - ✓ Replaced VFD's on Reclaimed Pumps 1 and 2
-

FY 17 NEW INITIATIVES AND GOALS

- Upgrade of the UV disinfection system
 - Installation of an automated chlorination system at Buffalo Park tank
 - Install new flow meters on the main influent pipe and the main reclaimed water line
 - Complete a facility assessment covering the process equipment, electrical controls and on-site infrastructure
 - Install Headworks Security Upgrades
 - Replace a minimum of one Influent Pump VFD
 - Replace the VFD for Reclaim Pump 3 at Rio WRP
 - Continue the process of upgrading the facility controls in accordance with the new SCADA Master Plan
 - Implement and begin data entry into the new CMMS System
-

PERFORMANCE MEASURES

Priority: Council - Repair, Replace, Maintain Infrastructure (streets and utilities)

Goal: Provide wastewater treatment that meets or exceeds criteria for Federal, State and Water Reuse Permits

Objective: Production and distribution of reclaimed water that is safe for its intended use

Type of Measure: Outcome

Tool: Laboratory analysis

Frequency: Daily, weekly, monthly, quarterly, annually

Scoring: 1-2 = 90%; 3-5 = 75%; ≥6 = 50%

Trend: ↓

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Actual	CY 17 Estimated
Number of permit violations issued by ADEQ	9	0	0	0

*Violations contained within ADEQ consent order were not due to water quality, they were due to out of compliance with permit reporting requirements

** Permit Violations come from ADEQ, while permit exceedances are time that the facility fails to meet its own internal permit limits goals and are not violations

Priority: Council - Repair, Replace, Maintain Infrastructure (streets and utilities)

Goal: Ensure the availability of reclaimed water to our customers

Objective: Promote the use of reclaimed water where appropriate, there by off-setting the demands for potable water

Type of Measure: Program outcome

Tool: Plant Flow Reports

Frequency: Monthly

Scoring: 50-65% of capacity = 100%; 65-75% of capacity = 90%; >75% of capacity =75-50%

Trend: ↔

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Wastewater treated (million gallons)	703	700	730	750
Reclaimed water delivered (million gallons)	294	360	360	380

Priority: Management - Effective Governance

Goal: Maintain operations maintenance programs within their projected amounts

Objective: Control our costs while maintaining service levels at existing levels

Type of Measure: Program outcome

Tool: Financial reports

Frequency: Monthly

Scoring: < \$1.20 = 100%; \$1.20 - \$1.40 = 90%; >\$1.40 = 75-50%

Trend: ↓

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Cost/thousand gallons of reclaimed water treated	\$1.28	\$1.36	\$1.41	\$1.50

Note: Cost to treat does not include wastewater collection, industrial waste, regulatory compliance or administrative overhead

UTILITIES

SECTION 312

WASTEWATER TREATMENT PLANT - RIO DE FLAG

Priority: Council - Repair, Replace, Maintain Infrastructure (streets and utilities)

Goal: Provide a good quality of life for our customers, neighbors and employees

Objective: Reduce the number of complaints and injuries

Type of Measure: Outcome

Tool: Reports received from customers

Frequency: Daily

Scoring: 1-2 = 90%; 3-5 = 75%; ≥6 = 50%

Trend: ↓

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Number of complaints (odors, etc.)	0	0	0	0
Number of on the job lost time accidents/injuries	0	0	0	0

SECTION: 312 - WASTEWATER TREATMENT - RIO PLANT					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 350,792	\$ 287,852	\$ 287,852	\$ 265,142	\$ (22,710)
Contractuals	389,786	394,877	394,877	397,677	2,800
Commodities	153,766	71,692	71,692	96,692	25,000
Capital	76,455	140,000	80,000	310,000	170,000
TOTAL	\$ 970,800	\$ 894,421	\$ 834,421	\$ 1,069,511	\$ 175,090
EXPENDITURES BY PROGRAM:					
General Administration	\$ 95,332	\$ 102,167	\$ 102,167	\$ 105,840	\$ 3,673
Plant Operations	590,843	557,194	557,194	583,065	25,871
Plant Maintenance	188,269	235,060	175,060	305,606	70,546
Reclaim Services	96,356	-	-	75,000	75,000
TOTAL	\$ 970,800	\$ 894,421	\$ 834,421	\$ 1,069,511	\$ 175,090
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 1,069,511	
				\$ 1,069,511	
COMMENTARY:					
The Wastewater Treatment – Rio Plant operating budget has increased by 1%. The Personnel Services decrease of 8% is due to reallocating staff time between sections and offset by increases for a market pay increase as well as an increase in medical and dental insurance. Contractuals increases of 1% are due to one-time costs for operator certifications. Commodities increases of 35% are due to one-time costs for replacement parts for the UV system. Capital expenditures increased 121%. Major capital (> \$10,000) includes influent check valves (\$90,000), influent pumps and variable frequency drives (\$130,000), and building improvements (\$90,000).					

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PROGRAM DESCRIPTION

The Wastewater Collections system staff safely and efficiently operate, maintain and repair all wastewater collection and reclaimed distribution mains and manholes. Eliminating or reducing health hazards, system failures, customer complaints and property damage throughout our community.

FY 16 ACCOMPLISHMENTS

- ✓ Crews have assisted all plants several times sucking out mud, grease and debris
 - ✓ Assisted the Water Distribution Section with broken lines, as needed with the combination vacuum/jet trucks
 - ✓ Crew assisted Public Works Division and Stormwater Section cleaning out stormwater catch basins
 - ✓ Crews participated in two walk-throughs for the city paving overlays
 - ✓ Crews assisted Wildcat Hill WRP cleaning tanks as part of an emergency repair at the Headworks Building
 - ✓ Cleared soils lab and made a Water Services warehouse to stock critical parts
 - ✓ Repaired nine mains, six service saddles and conducted five walk through inspections
 - ✓ Assisted various divisions within the City of Flagstaff
 - ✓ Emergency repair of 21" trunk line at the Trax development site
 - ✓ Crews cleaned up two major spills at the golf course and city park that occurred with surcharged interceptor
 - ✓ Crews assisted the state highway department with a drainage repair on Route 66
-

FY 17 NEW INITIATIVES AND GOALS

- ✓ Stay within budget and keep the same level of service
 - ✓ Reduce the number of blockages in the main lines
 - ✓ Reschedule cutting and cleaning procedures to compensate for changes that are discovered in order to eliminate blockages
 - ✓ Install additional new fiberglass manholes within our system for testing purposes
 - ✓ Convert the Sewer Inspection (TV) Van and upgrade the Pipe Logix software with an external computer hard drive
 - ✓ Assist other sections within Utilities as needed
 - ✓ Establish a manhole maintenance program
-

PERFORMANCE MEASURES

Priority: Management - Customer Service

Goal: Exceed Customers sewer service expectation

Objective: Reduce the number of sanitary sewer system backups through proper maintenance and inspection procedures

Type of Measure: Outcome

Tool: CMMS maintenance tracking system

Frequency: Monthly, quarterly and annually

Scoring: Low / Blockages per quarter 5-7-9 (low to high); Claims 10,000, 15,000, 20,000 (low to high)

Trend: below

Measures:	CY14 Actual	CY 15 Actual	CY 16 Proposed	CY 17 Proposed
Number of main line blockages	12	10	10	10
Miles of sewer jetted (cleaned)	212	204	220	220
Percent of sewer collection system cleaned	78%	74%	80%	80%
Miles of sewer inspected (TV)	24	19	25	25
Complaints	6	7	6	0
Compliments	1	0	0	5
Complaints per 1000 customers	0.32	0.37	0.32	0.00

Priority: Management - Effective Governance

Goal: Reduce accidents and maintain high safety standards

Objective: To communicate the importance of safety and loss control through our safety program

Type of Measure: Outcome

Tool: Risk Management tracking of recordable incidents

Frequency: Daily, monthly, quarterly and annually

Scoring: High/above average injuries this year (1, 2, 3) low to high

Trend: ↓

Measures:	FY14 Actual	FY15 Actual	FY 16 Estimate	FY 17 Proposed
Number of accidents resulting in injury	0	3	0	0
Number of lost time accidents	0	1	0	0
Safety training (hours/person)	8	12	20	20

UTILITIES

SECTION 313

WASTEWATER COLLECTION

SECTION: 313 - WASTEWATER COLLECTION					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 687,510	\$ 702,390	\$ 702,390	\$ 662,443	\$ (39,947)
Contractuals	75,480	344,180	227,180	335,180	(9,000)
Commodities	216,690	211,639	211,639	222,639	11,000
Capital	44,510	200,000	145,587	54,413	(145,587)
TOTAL	\$ 1,024,190	\$ 1,458,209	\$ 1,286,796	\$ 1,274,675	\$ (183,534)
EXPENDITURES BY PROGRAM:					
General Administration	\$ 236,383	\$ 384,092	\$ 329,679	\$ 312,546	\$ (71,546)
Service Connections	62,597	52,298	52,298	49,631	(2,667)
Preventive Maintenance	390,712	369,977	369,977	350,547	(19,430)
TV Inspect and Hydro Clean	182,493	174,351	174,351	167,803	(6,548)
Corrective Maintenance	134,493	477,491	360,491	394,148	(83,343)
Reclaimed Waterline	17,512	-	-	-	-
TOTAL	\$ 1,024,190	\$ 1,458,209	\$ 1,286,796	\$ 1,274,675	\$ (183,534)
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 1,274,675	
				\$ 1,274,675	
COMMENTARY:					
<p>The Wastewater Collection operating budget has decreased by 3%. The Personnel Services decrease of 6% is due to reallocating staff time between sections and offset by increases for a market pay increase as well as an increase in medical and dental insurance. Contractuals decreases of 3% are due to one-time costs in the prior year. Commodities increases of 5% are due to increases in computer software. Major capital (> \$10,000) decreased 73% and includes vehicle replacements (\$54,413).</p>					



UTILITIES

SECTION 321

RECLAIM WATER

SECTION:		321 - RECLAIM WATER			
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ -	\$ 176,232	\$ 176,232	\$ 167,492	\$ (8,740)
Contractuals	-	93,600	93,600	128,600	35,000
Commodities	-	80,672	80,672	80,672	-
Capital	-	-	-	30,000	30,000
TOTAL	\$ -	\$ 350,504	\$ 350,504	\$ 406,764	\$ 56,260
EXPENDITURES BY PROGRAM:					
Reclaimed Distribution	\$ -	\$ 18,028	\$ 18,028	\$ 17,579	\$ (449)
Reclaimed Production-Wildcat	-	142,132	142,132	143,534	1,402
Reclaimed Production-Rio	-	189,344	189,344	244,651	55,307
Reclaimed Storage-Buffalo Park	-	1,000	1,000	1,000	-
TOTAL	\$ -	\$ 350,504	\$ 350,504	\$ 406,764	\$ 56,260
SOURCE OF FUNDING:					
WATER AND WASTEWATER FUND				\$ 406,764	
				\$ 406,764	
COMMENTARY:					
The Reclaimed Water operating budget has increased by 7%. There are capital expenditures (total \$30,000), resulting in an overall net increase of 16%. The Personnel Services decrease of 5% is due to reallocating staff time between sections and offset by increases for a market pay increase as well as an increase in medical and dental insurance. Contractuals increases of 37% are due to increases in maintenance costs. There is no change in budgeted commodities for this section. There is major capital (> \$10,000) for a variable frequency drive for a reclaim pump (\$30,000).					



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PROGRAM DESCRIPTION

The Stormwater Section includes: administration, utility management, engineering/hydrology technical support, master planning, data collection, field inspection and plan review components.

FY 16 ACCOMPLISHMENTS

- ✓ Constructed five points drainage project
 - ✓ Completed Frances Short Pond Maintenance Project
 - ✓ Finished designs for Country Club/Sunridge Drainage Improvement Projects
 - ✓ Completed two Stormwater Section public outreach events
 - ✓ Completed structural evaluation of Rio de Flag culvert at Phoenix Avenue
 - ✓ Completed design for erosion control and flood improvement project for Fanning Drive Wash
 - ✓ Improved flood warning network data accuracy, presentation and accessibility to the public
 - ✓ Completed Phase 1 of a FEMA Cooperating Technical Partner Agreement \$200,000 grant award for creating a new MIKE SHE hydrologic model for measuring burned watershed flooding impacts
-

FY 17 NEW INITIATIVES AND GOALS

- Construct \$325,000 worth of capital drainage improvement projects (including: Country Club/Sunridge Drainage Project)
 - Complete design and start construction of Fanning Wash Drainage Improvements Budgeted at \$250,000
 - Complete Phase 2 of a FEMA Cooperating Technical Partner Agreement \$200,000 grant award for evaluating Big Fill Lake, Route 66 embankment, water quality improvement measures at the Bottomless Pits, improvements for stormwater development controls, revisions for the Multi-Hazard Mitigation Plan and Rio de Flag watercourse floodplain function
 - Expand flood warning network
 - Deliver flood control/green street/LID projects with Community Design and Redevelopment program
 - Draft scope for Phase III Rio de Flag/Picture Canyon
-

PERFORMANCE MEASURES

Priority: Management - Effective Governance

Goal: Personnel safety: no accidents, injuries or job related illnesses; utilize safety training

Objective: Safe vehicle operating and equipment handling with no injuries or work related sick days

Type of Measure: Risk Management reports, communication and feedback, injury reports; employee health and safety

Tool: Verbal, e-mail, phone contact; on-going safety training

Frequency: Annual employee training

Scoring: 100% - Section participation

Trend: ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Accidents resulting in injury	0	0	0	0
Non-injury accidents	0	0	0	0
Related lost work days	0	0	0	0
Job related sick time	0	0	0	0
Safety training (hours/person)	4	4	4	4

Priority: Management - Resiliency and Preparedness Efforts and Customer Service

Goal: Respond to all drainage complaints within 24 hours of receiving complaint; notify customer when a solution has been determined – usually within two weeks; minimize flood damages and maximize responsiveness to citizen need during periods of potential flood hazard

Objective: Provide excellent internal and external customer service in response to any drainage issues or concerns that develop; provide timely responses to requests for information and assistance; monitor areas of known drainage issues and develop a strategy for implementing corrective measures when fiscally possible

Type of Measure: Direct communication (phone, in person or e-mail) with effected customers

Tool: Verbal, e-mail, phone contact; site visit, field inspection

Frequency: As received

Scoring: 100% - Follow through whether solution is possible or not

Trend: ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimate	CY 17 Proposed
Complaints received	20	30	30	30
Complaints resolved	14	25	30	30
No public infrastructure damages (100% = no damages; goal achieved)	95%	100%	100%	100%
No damages/claims to private property (100% = no damages; goal achieved)	90%	100%	100%	100%

UTILITIES

SECTION 331

STORMWATER

Priority: Management - Resiliency and Preparedness Efforts

Goal: Drainage Channel Maintenance Program - coordinate and oversee internal projects performed by streets channel maintenance crew as well as routine infrastructure maintenance

Objective: Monitor areas of known drainage issues and develop a strategy for implementing corrective measures where fiscally possible

Type of Measure: Direct communication (phone, in person or e-mail) with streets supervisor and/or effected customers

Tool: Field verification

Frequency: As drainage issues are received and resolved

Scoring: 100% - follow through whether solution is possible or not

Trend: ↑

Measures:	CY 14 Actual	CY 15 Actual	CY 16 Estimated	CY 17 Proposed
Annual miles of channels cleaned	6	6	6	6
Catch basins and culverts cleaned	100%	100%	100%	100%
Inventory cleaned	75%	75%	75%	75%

SECTION: 331 - STORMWATER					
EXPENDITURES BY CATEGORY:					
	Actual Expenditures 2014-2015	Adopted Budget 2015-2016	Estimated Expenditures 2015-2016	Proposed Budget 2016-2017	Budget-Budget Variance
Personnel Services	\$ 421,086	\$ 441,452	\$ 441,452	\$ 518,893	\$ 77,441
Contractuals	50,052	362,666	196,723	249,304	(113,362)
Commodities	8,425	47,379	20,379	43,909	(3,470)
Capital	25,000	-	-	12,745	12,745
TOTAL	\$ 504,564	\$ 851,497	\$ 658,554	\$ 824,851	\$ (26,646)
EXPENDITURES BY PROGRAM:					
General Administration	\$ 233,837	\$ 206,527	\$ 206,527	\$ 226,025	\$ 19,498
Engineering and Master Planning	26	128,990	53,047	75,943	(53,047)
Operations	245,701	290,980	278,980	408,923	117,943
Rio de Flag Restoration	25,000	25,000	-	-	(25,000)
FEMA Flood Hazard Mitigation Studies	-	200,000	120,000	80,000	(120,000)
Frances Short Pond - AZ Game & Fish Grant	-	-	-	33,960	33,960
TOTAL	\$ 504,564	\$ 851,497	\$ 658,554	\$ 824,851	\$ (26,646)
SOURCE OF FUNDING:					
STORMWATER FUND				\$ 824,851	
				\$ 824,851	
COMMENTARY:					
The Stormwater operating budget has decreased by 5%. There are capital expenditures of \$12,745. The Personnel Services increase of 18% is due to a market pay increase as well as an increase in medical and dental insurance, net of the addition of a 1.0 FTE Project Manager. Contractuals decreases of 31% are due to decreased consultant fees and a FEMA grant in the prior year. Commodities decreases of 7% are due to one-time costs in the prior year. There is major capital (> \$10,000) for an aeration system at Frances Short Pond (\$12,745) which is funded with a grant from Arizona Game and Fish Department.					