

City of Glendale

Citizen Task Force on Water and Sewer

Detail Notes from Facilitated Sessions

6/25/12

Wastewater & Water Distribution Systems - Policy Issues

Group A

- A) Keep \$ in Utilities.
- B) Change to city charter to support A).
- C) Keep eye on change in technology.**
- D) Concern on rehabilitation and replacement fund.**
- E) Technology changes not appropriate to time.
- F) Improve employee retention – non – monetary/quality of life incentives
- G) Staff/Critical operations to improve efficiency
- H) Benchmarking with critical functions

Group B

- A) **WD – Average age 28 years – set aside annual \$ 10%net profit to replace oldest lines, meters, hydrants, valves, entire system.**
- B) Above funds into interest bearing account ongoing basis sufficient to include preventive maintenance
- C) Preventive maintenance
- D) Is enterprise fund in and investment vehicle?
- E) WWC – What are they doing to improve number of miles covered with CCTV Truck?**
 - a. Cross training?
 - b. Double shifts truck?
 - c. Outsourcing to augment?
- F) WWC – set aside sufficient funds to cover replacement of aged 32+ years of WWC system.**
- G) Proactively replace the oldest pipes/lines (Identify lifespan of system.)**

Group C

- A) Number of lines don't know much about ~ better identification - prevention
- B) Preventive system maintenance
- C) Prioritized plan for know defects**
- D) Specific policy to replace ACP (Specific number of miles per year)
- E) Waste Better policy to educate public about oil/grease problems – No pamphlets
- F) Standardize meters revisit radio read meters usage/concept – improve accuracy efficiency and reduce costs
- G) Set up PR re: more preventative education of public
- H) Standardized meters to reduce unaccounted for water costs
- I) Where is 6.5% unaccounted for water going from?

Group D

- A) What is resource replacement policy – process
- B) Public awareness with regards to waste disposal down sewer lines
- C) Investigation into enzymes or methods to better clean the grease/oil issues
- D) Staffing issue – cuts diminishing service
- E) Training/maintaining knowledge base with staff
- F) Stuffers/extra items to put in to water bills and the wst.
- G) Compensation structure- evaluates low compensation.
- H) Hydro- Cleaning – process to maintain higher amount than currently minimum #?**
- I) Establish benchmark # of miles for pipe cleaning/replacement.**
- J) Excess Funding – Priorities established for how to spend that funding
- K) Establish punitive action policy for problem areas frequent issues.
 - 1. Training/Public awareness
 - 2. Retention – knowledge & personnel succession compensation
 - 3. Replacement maintenance policy

Group E

- A) Better policy to educate public re: oil/grease problems – No More Door Hangers
- B) Outreach to commercial properties re: oil/grease
- C) CCTV – Increase number of files form 20 annually
- D) What is (#) value added from resources directed to CCTV hydro cleaning (Chart)

Group F

- A) CCTV at least 35 miles in next 5 years
- B) Cleaning prior to televising
- C) With a focus just on problem areas what/more inspections done on older pipe
- D) Training & Personnel adequate funding for it?
- E) Only 1 truck – do we have proper equipment?
- F) Money – What's the overall budget – is it going to other areas (non-water) Water Dept. took a big hit.**
- G) Westgate/Stadium logistic complexities – make it a priority
- H) Aging / Infrastructure water system 140 miles of unknown age – What's the risk?
- I) Sewer system – need to identify the problem areas – risk assessment
- J) Moving towards more smart technology
 - a. What do we need to do to initiate/move to that?
 - b. Is there a way for home owners to share the costs? Incentive?
- K) Great to go after grants – Continue
- L) SSO's – Stiffer policy/laws for restaurants
- M) More education for home owners what to / not to throw down system.
- N) Incentive ordinance/for restaurants program to recycle grease
- O) New programs for recycled grease (diesel bus use? Bio-fuel based energy purposes?)
- P) Do we have the capacity to meet the new EPA requirements?
- Q) Capital vs. Dailey budget