

City of Glendale

Citizen Task Force on Water and Sewer

Detail Notes from Facilitated Sessions

07/16/12

Water Reclamation & Storm Water - Policy Issues

Group A

- A) Maintenance schedule – how is this determined?
- B) Public awareness of not putting things (grease, etc.) down the drain.
- C) Why did the rules change on grease traps – prevention?
- D) Are we proactively moving forward with State and Federal laws? Cutting edge?
- E) Promotion of what we are currently doing with reclamation plants, partnerships with Palo Verde, etc... – Website Publications, etc.
- F) Proactive Employee training – recruitment keeping existing staff succession.
- G) Are we selling water at a competitive prices (i.e. agreement w/ Palo Verde)

Group B

- A) More resources dedicated to cleaning Stormwater (maintain/improve)
- B) Outstanding job – keep up the good work
- C) Storm water not treated/filtered - eliminate source of contamination pollution
- D) Better coordination of storm water drainage with all parties streets/development – (Tear up of street done one time.)

Group C

- A) Concern that long-term investing/planning will be curtailed or reduced due to current economic shortfalls.
- B) How much will general public take when it comes to rate increases? (Wastewater)
- C) How do we respond when our needs exceed our revenues?
- D) Is the city prepared to handle unforeseen quality issues? (If not, what resources are necessary to be prepared?) (Unplanned pollutants, contamination, new found terrorist methods, large weather impacts/ natural disasters)

Group D

- A) More aggressive penalties for violators
- B) Good work on maintenance – Keep it up!
- C) Better coordinated efforts for bulk trash collection during monsoon.
- D) Incentives for homeowners to collect Stormwater
- E) More visibility/public education Re: Stormwater
- F) Appropriate allotment of personnel/incentive program for retention of staff
- G) Establish contingency fund
- H) Explore alternative uses for direct reuse.

I) Better coordination of workload capacity/potential revenue.

Group E

A) How regulate water in lakes (Arrowhead/HOA's etc... Westgate, Golf courses) When it rains – Overflows

B) Personnel – Do they have enough staff to stay on top of the inspections?

C) Do they have enough equipment – One truck, etc.

D) Is staff cross trained in Wastewater Reclamation in both plants?

E) Is there a water amenities board?

F) Coordination with future planning so wastewater/Stormwater is planned for at beginning of projects/requirement.

G) How do we stay apprised of the best practices?

H) Joint competitive bidding with neighbor cities for better pricing on chemicals.

I) Education of public/schools to decrease debris/fats/oils/greases.

J) Coordination with law enforcement for finding of vandalism/enforcement with those who buy stolen metals. Identify refusal to purchase blue metals.

K) Keeping the funding dedicated to Water Services.

L) Employee involvement – suggestions program for capturing good ideas? With an incentive for savings?

M) Are they able to keep good people in house? Decreased turnover?