

**CITIZEN TASK FORCE ON WATER AND SEWER**

**October 30, 2012**

**I. PUBLIC INVOLVEMENT AND COMMUNITY EDUCATION**

**A. Public Awareness and Involvement**

a) The City should establish and maintain a public information and awareness program to increase the understanding of the value of Glendale’s water and wastewater services to the community.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

b) The City should provide opportunities for citizen engagement regarding the sustainable management of water and the impacts to the well-being and quality of life for Glendale residents and businesses.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

**B. Community Education and Outreach Programs**

a) The City should provide a comprehensive water conservation program to meet and/or exceed state laws and regulations and promotes efficient water use.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

i. Promote and encourage water conservation through local and regional outreach events and activities.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

ii. Providing ongoing educational classes promoting water conservation as a way of life.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

iii. Evaluate the water conservation programs every three years to quantify the value of the direct services provided as well as water saved.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

b) The City should provide programs to inform and educate residents, businesses, and neighborhood communities about environmental best practices related to water.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

i. Promote and encourage storm water and water quality awareness through local and regional outreach programs and events

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

ii. Provide educational programs and materials for adults to inform and educate residents and businesses about in-house environmental best practices such as proper disposal of fats, oils and grease as well as storm water pollution prevention and other water quality issues

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

iii. Provide age-appropriate educational programs and materials for Glendale youth and educators.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

## II. REGIONAL COLLABORATION AND WATER RESOURCES SUSTAINABILITY

### A. Regional Collaboration

a) The City should participate in regional water resources planning associations and stakeholder forums to ensure Glendale has a voice in the development of state and regional water resource policies. The City's membership in Arizona Municipal Water Users Association enables the City to advocate for sound water legislation and policies on a regional level.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

b) The City should maintain beneficial partnerships allowing us to explore opportunities to identify, acquire, and develop additional water resources.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

### B. Water Service Area

The City should prepare service cost and fiscal impact analyses for Council consideration prior to expanding the City's water and sewer service area.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

### C. Water Resources Sustainability

a) The City should ensure it has a safe and reliable water supply to meet current and future demand to ensure water resources sustainability.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

b) The City should update and keep current the City's water supply (resources) and demand projections and plan.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

c) The City should continue to seek opportunities to acquire additional water resources, such as the 100-year water lease agreement pursuant to the 2008 White Mountain Apache Tribe water settlement.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

d) The City should maximize the use of its existing water resources through water reclamation (reuse), aquifer storage, and other methods and practices when feasible and economically practical.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

## D. Drought Management

a) The City should update and keep current a drought ordinance and drought management plan to provide guidance and rules during major droughts that potentially result in water shortages.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

b) The City should have emergency response plans to ensure effective response to water and sewer emergencies.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

c) The City should have a public notification and drinking water quality advisory plan to ensure that City effectively communicates with the public when serious water quality violations occur.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

### III. OPERATIONS AND INFRASTRUCTURE

#### A. Water and Sewer Infrastructure

The City should establish and maintain modern systems and infrastructure that consistently provide high quality and efficient water and sewer services to the community.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

#### B. Water Distribution

The City should have an effective water distribution system that provides:

a) Reliable water delivery with adequate pressures to meet domestic requirements and fire protection needs

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

b) Water quality that meets all requirements

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)

c) Minimal water loss due to leakage

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I support

I oppose

I support (with changes)



d) Accurate water meters

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

### C. Urban Irrigation

The City should evaluate options for urban irrigation users to pay for services and water received.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

### D. Water Reclamation

The City should continue to build, operate and control its own wastewater reclamation facility or facilities in Glendale to meet current and future demands and continue to dispose of any wastewater sludge at the 91<sup>st</sup> Avenue SROG Regional Wastewater Treatment Plant.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

## E. Wastewater Collections

The City should establish and maintain an effective wastewater collections program providing reliable wastewater services to customers and minimizing sewer spill overflows, and evaluate the need to dedicate more resources to the wastewater maintenance program to increase the amount of pipe miles inspected and hydro-cleaned.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

## F. Storm Water Management

The City should develop and maintain a storm water program to protect the quality of storm water and to comply with applicable environmental and water quality laws and regulations, and evaluate the need to dedicate more resources to the storm water maintenance program to increase the amount of inspections and cleaning.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

## G. Purchasing of Goods or Services

The City should continue to explore opportunities to utilize intergovernmental purchasing agreements for procuring goods or services when it is advantageous to the City.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

# IV.EMPLOYEE DEVELOPMENT, RETENTION, SAFETY AND PRODUCTIVITY

## A. Employee Development and Retention

The City should provide employee development opportunities that reward performance, encourage staff retention, and ultimately prepares the Water Services work force to meet any future business challenges to include:

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

a) Establishing and implementing a knowledge retention and succession planning program.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

b) Continuing to involve and engage employees to enhance job satisfaction and teamwork

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

c) Evaluating staffing levels and ensuring adequate funding is available to maintain necessary staffing levels through the annual budgeting process.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

d) Ensuring Water Services is competitive in attracting, developing, and retaining high performing employees.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

## B. Productivity through Optimization

The City should continuously strive to optimize the performance and efficiency of its water and wastewater system facilities and operations by utilizing sound principles and best practices to include:

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

a) Continuing to explore/consider opportunities to partner with other cities and other agencies to improve the cost recovery and efficiency/use of current water and wastewater infrastructure.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

b) Continuing to benchmark its operations and practices with comparable cities to ensure top performance.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

### C. Productivity through Information Technology

The City should effectively utilize and integrate information technology that supports the business needs and optimizes the productivity of Glendale's water and wastewater enterprise to include conducting a study or evaluation on smart water meters for commercial and residential applications to determine cost, benefit and feasibility.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

### D. Safety

The City should ensure the safety and health of its employees through effective management, training, and establishment of best practices that meets or exceeds water and wastewater industry standards.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

## V. FINANCIAL PLANNING, BILLING, AND CUSTOMER SERVICE

### A. Financial Planning

The City should establish and administer a long-range financial plan that guides decisions regarding water and wastewater rates. The City's water and wastewater financial plan should be based on the following principles:

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

a) Rates should be based on revenue requirements to cover projected operational and maintenance costs, debt service obligations, capital improvement program funding needs; and maintain adequate reserves for emergencies, debt-service ratios and other financial management requirements

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

b) Rates should be fair and reasonable while maintaining high quality services, balancing competing demands, and managing rate affordability

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

c) Rates should be designed to conform to federal and state requirements and guidelines

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

d) The financial plan should be reviewed and approved by Council on an annual basis as part of the budget process.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

## B. Billing

a) The City should effectively manage its customer billing system and meet community needs and expectations by providing accurate, consistent and timely billing services.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

b) Water and Sewer rate structure and an explanation of the rates should be provided on the City's website.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)



c) The City should resolved delinquent accounts and unpaid bills through the implementation of best practices.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

### C. Customer Service

The City should meet the needs and expectations of the community by providing courteous, timely, and reliable customer service.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

### D. Water and Wastewater Commission

The City should create a Water Services Advisory Board to review and analyze policies relating to Water and Wastewater services. The Board should advise the City Council on water and wastewater policies by providing recommendations ensuring the citizens of the City of Glendale are provided a reliable, high quality and economical water supply, and a stable, environmentally safe, and economical wastewater collection and reclamation system.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

**E. Enterprise Fund Protection**

The Water Services Enterprise Funds should be restricted to support Water Services operations and overhead, and should not be transferred to other City funds.

<input type="checkbox"/>	I support
<input type="checkbox"/>	I oppose
<input type="checkbox"/>	I support (with changes)

Name is optional. This will allow staff to contact you in case they needed to clarify any of your comments or suggested changes.  
Thank you.

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Task Force Member Name