

MEMORANDUM

TO: Steven J. Pinkerton
General Manager

THROUGH: Joe Pomroy, P.E.
Director of Public Works

FROM: Ronnie Rector
Public Works Contracts Administrator

SUBJECT: Public Works Department's Monthly Status Report for March, 2015

DATE: April 9, 2015

DIRECTOR HIGHLIGHTS

The Director has included three new American Water Works Association key performance indicators for the 2015-16 budget, including disruption of water service, water pipeline system renewal rate and billing accuracy rate. This month I will preview the first key performance indicator, Disruption of Water Service:

There will be unplanned water system outages in any water system in the world. The goal is to minimize the disruption of water service to our customers so they can run their business and enjoy their personal life without worrying about whether they will lose water service. An unplanned water outage has its beginnings in improperly maintained water infrastructure. Old and aging watermains that are not being replaced at the proper time are more prone to failure and major leaks that can take hours or days to fix. An asset management plan to replace aging watermains is the best way to combat this.

Performing leak detection on watermains is another way to detect failing infrastructure in the early stages of failure. Leaks generally start out small and gradually erode the pipe until we have a large leak. Leaks can be detected with special acoustical equipment that can hear the specific frequency of leaking water. Fixing these leaks when they are small is not only cost effective, but is typically done before a water shutdown has even occurred.

The following benchmarks will be tracked in the coming budget year. The expectation is to be better than these key performance indicators because of the watermain replacement program we have and the thorough leak detection that we perform twice per year.

Disruption of Water Service	AWWA Median Per 1000 Customers
< 4 Hours	2.5
Between 4 & 12 Hours	1.1
> 12 Hours	0.1

WASTE NOT HIGHLIGHTS

Staff facilitated the arrangements between TERC/UC Davis and IVGID Parks and Recreation for the development of an Aquatic Invasive Species survey of IVGID's near shore beach properties, to occur between April-June, 2015.

Waste Not's AmeriCorps member is conducting research on District sustainability measures and benchmarking based on national industry standard programs for each type of business. A draft "Sustainable Purchasing, Waste Reduction and Recycling Policy" is being developed for future consideration.

Diamond Peak was evaluated using the STOKE non-profit to establish sustainability benchmarking and identify potential improvements. Joe Hill, AmeriCorps member, provided logistical support with Diamond Peak staff during the evaluation. Benchmark results and recommendations are anticipated shortly.

Staff is meeting with IVGID Parks and Recreation staff to begin discussions on water conservation best practices and benchmarking of the department's best practices.

Staff has been working with the Incline Rotary as co-sponsors of the Spring Community Cleanup, scheduled for May 9, 2015. Waste Management will be providing a dumpster service donation to reduce the cost of trash disposal.

Staff has been busy with the coordination of the Garbage Can Enclosure (Bear Box) Rebate Program. To date, 139 applications for rebates have been received. Staff is providing product selection assistance, providing site location assistance, processing applications, verifying site installations and proof of payment - then initiating rebate payment upon completion of process.

Staff has been working with several community partners (IVCH, WCSO) to coordinate spring and fall "Prescription Drug Round Up" events and develop the plan for a

permanent drop-off location in the community. The Spring Roundup is scheduled for Saturday, April 25, 2015 from 10 am – 2 pm at the Incline Village Community Hospital,

ENGINEERING HIGHLIGHTS

The Engineering Department is working on several CIP projects currently under construction or in the bidding phase, including:

- Ski Beach and Village Green Restrooms Replacement Project – This project was awarded to Walker River Construction by the Board on July 30, 2014 and work began on September 2, 2014. This project replaces the aging and failing bathrooms at Ski Beach and Village Green with two packaged restroom buildings supplied by Romtec, Inc. Work on this project is nearing completion; final punch-list items are in process. Construction of a new dumpster enclosure at Ski Beach to match the new restroom will progress into early May.
- 2015 Watermain Replacement and Fire Flow Enhancement Project is out to bid. This project will replace approximately 2,800' of old steel watermains by means of a trenchless pipe-bursting technique. Another 270' of watermain will be replaced using standard watermain replacement methods. Bid opening for this project is scheduled for Wednesday, April 15, 2015.

In addition, the Engineering Department is overseeing a number of other projects in the planning and design phase including the final phase of the Third and Incline Creek Restoration Project, the Beach Facilities Study, the Diamond Peak Incline Creek Culvert Rehabilitation, the Public Works Cold Storage Building, and the second phase of the Effluent Export Pipeline Replacement Project.

UTILITIES HIGHLIGHTS

Monthly compliance reports were submitted for the water and wastewater systems to the state and local agencies with no permit violations. Water production average was 1.22 MGD and Wastewater flow averages were .85 MGD.

Wastewater Operations

Along with routine operations, crews emptied and cleaned the north clarifier and dismantled, repaired and reassembled the Micro-screen.

Water Operations

In addition to routine inspections, laboratory analysis, instrument calibration, chemical deliveries, and routine maintenance, staff met all regulatory requirements for the production of potable water.

The BCWDP met all treatment and monitoring requirements for the month. All ultraviolet transmittance and intensity sensor calibrations and checks were completed. The magnesium hydroxide feed line was pulled out and serviced. The chlorine and captor feed pumps were rebuilt to correct a low chlorine residual issue, and the ozone gas solenoid valves were rebuilt to prevent further drip leg issues.

Water Pump Stations

The team completed rebuild of the WPS 2-1 surge anticipator valves, ordered the pump replacement for WPS 3A-1 and started overhaul of the #1 Cla-Valve at WPS 3-1.

Sewer Pump Stations

Staff completed the mechanical and electrical preventative maintenance work at the sewer pump stations. Upgrades were installed at SPS#1 and SPS#8 to the protein matrix delivery systems.

Water Distribution

In addition to the normal work load, staff performed 17 line locations and 2 non-pay turn off requests. Crews assisted at the Treatment Plant on an emergency water service stub that had broken and needed to be capped off.

Other projects consisted of assisting the Parks Department with turning on meters, re-plumbing the Ski Beach meter, and set-up of the new replacement service truck.

Crews are continuing on the valve exercising, cleaning and mapping project taking advantage of the mild weather and are meeting with contractors to solicit bids for the continuing meter CIP project

Wastewater Collection

Crews are still working ahead of schedule on our 15-year hydro-flushing and closed circuit TV plan to clean and televise all the District's sewer mains. This month they completed 34,135 feet of line cleaning and 11,208 feet of CCTV work.

Crews have identified rising issues and failures on the effluent export line air relief valves on the export line from Highway 50 to Highway 395 and are looking into options for upgrades of the units and re-establishing an easement road for repair access.

Staff assisted the IT Department with locating a broken line using the Vector, plus excavated and located the effluent distribution line valve feeding the Schneider Ranch irrigation line.

Crews completed confined space entries for the installation of the four quick-lock sleeve installs, and performed an excavation at the Spooner Pump Station to gather information for the upcoming pipe upgrade and repair.

Utility Maintenance Specialist

Projects for the month of March included:

1. Exterior painting plans and soils test for Reservoirs 4-1 and 5-2
2. SPS#7 – internal and external modifications
3. Wetlands Facility – fence repairs, valve replacements and emergency bypass line installation.
4. Various repairs to WPS 5-2 and WPS 5-3
5. Driveway paving repairs to Water Pump Stations and Reservoir roads
6. Setting up and building a new chlorine injection pump for upcoming water main replacements
7. Substantial asphalt street repair stemming from a large water main break last winter
8. Review of the water main replacement lines and contract documents

Miscellaneous / Training / Safety

The operator continued hauling of bio-solids from the treatment plant, and spoils from the pipeline yard, plus backhauling of base rock materials for restocking the inventory. He was also involved in hauling equipment to the auction site.

Pipeline conducted their monthly safety meeting, and attended the District's monthly safety meeting. All team members attended the NRWA Conference in Reno to maintain required CEU's, attended a course on sewer plugs and applications, plus received training on the new Trimble meter reading equipment.

Treatment Plant crews continue to hold their bi-weekly workshops with the Director of Public Works, identifying individual pump stations and developing advanced SOP's and station improvement plans. Plant team members assisted in interviewing candidates for the Buildings Department position. The team attended the NRWA Conference in Reno and performed a career day presentation for the local 8th grade students. The laboratory team attended an updated training on lab methods at the NDEP office in Carson City.

We experienced a total of 20 alarms from the Plant Division and 4 overtime call-out responses for the Pipeline Division for the month. Call outs consisted of customer service assistance, service line leaks, plant high sludge blankets, effluent low chlorine

residual, UVT monitors, chlorine drip legs, SCADA issues, plant checks, low suction and high tank alarms.

BUSINESS OFFICE HIGHLIGHTS

- Staff posted 53 delinquent accounts for shut off. 2 accounts were shut off due to nonpayment. There are currently a total of 3 accounts which are still shut off with delinquent balances.
- 1 lien was recorded.
- 408 accounts received E-statements thru Online Account Access.
- Potential leak notifications were indicated for 271 accounts on their monthly statement.
- 4 changes in ownership were processed on utility accounts.
- Staff processed \$419.87 in credits related to water leaks.
- Staff is working on contract administration for various CIP projects, including the 2015 Watermain and Fire Flow Enhancement Project and the Restroom Replacement Project, as well as assisting other departments with smaller in-house and informally-bid projects.

FLEET HIGHLIGHTS

The Fleet Department continues to assist the NLTFPD while their mechanic is off for health reasons. During March, one Fire Department crew truck was repaired and 6.5 hours of labor was billed to them.

- Sweetwater shop
All shop activities are running smooth at this time and the mechanics are keeping up with workloads
Fleet mechanics are in the process of servicing and inspecting all Parks turf equipment and ready for the summer season.
- Ski shop
The shops focus is now on scheduled maintenance procedures during the winter season and providing timely equipment repairs; all equipment is operational at this time and has performed very well throughout this season.

- **Golf shop**

With the closing of both golf operations mechanics are now in the process of winter maintenance and overhauls of the equipment in preparation for the 2015 season.

BUILDINGS HIGHLIGHTS

Staff completed annual State of Nevada boiler and elevator inspections for District equipment. Additional work performed in March includes:

- **Administration**

Installed new tile floors in both bathrooms
Began transition to new LED bulbs
Repaired broken drain pipe in right sink in Men's room
Cleaned windows throughout facility

- **Public Works**

Began transition to new LED bulbs in building B shop
Completed electrical install for new server room AC
Installed solar air vent fan on Haz Mat trailer
Cleaned windows throughout facility

- **Treatment Plant**

Replaced PVC gas vent line with copper and new location through block wall in pump station

- **Chateau**

Purchased and installed new bear boxes for external trash
Began repairs on Community room partition folding doors
Replaced broken tile in main hallway
Repaired Diamond Peak room patio door
Replace ceiling vent and cleaned area above stairs
Cleaned windows throughout facility
Installed new brass kick plates on 10 doors
Started CIP for external painting of facility, patio railing and metal roof

- **Aspen Grove**

Repaired heater (found blower motor had malfunctioned), installed new motor and thermostat
Repaired alarm on slider and main entry door

- **Golf**

Removed and replaced drinking fountain on Champ Golf front nine
Begin repairs to bathroom in Champ Course Golf Cart Barn
Began transition to new LED bulbs in Champ Golf Maintenance

- **Ski**
Adjusted water pressure to Main Lodge building
Removed and unclogged janitor's drain in Main Lodge
- **Parks**
Repaired three garage doors Parks yard
Repaired external lighting Parks yard
Replaced leaking and broken faucets at Preston Park
Repaired leak in urinal at Preston Park
- **Recreation Center**
Cleaned exterior and interior windows
Cleaned floors
- **Tennis Center**
Turned on domestic water
Repaired water leak under patio deck
- **Incline Beach F&B**
Prepped for new external gas line for BBQ
- **Burnt Cedar Beach F&B**
Prepped for new exterior drinking fountain
- **Beaches**
Assisted contractor on Ski Beach bathroom install
Prepped and painted exterior of Burnt Cedar Pool building
Begin recoat of bathroom floors at Burnt Cedar Pool building
Begin recoat of lifeguard room floors at Burnt Cedar Pool building
Begin patio deck prep for recoat at Burnt Cedar Beach
Removed slide at Burnt Cedar Beach in preparation of new unit
Repainted Burnt Cedar Beach entrance gate
Repainted Incline Beach entrance gate
Repainted Ski Beach entrance gate

PUBLIC WORKS BENCHMARKS

Benchmark Item	MARCH					
	Totals for the Month			Year-to-Date Totals		
	2014	2015	3-Year Average	2014	2015	3-Year Average
Water Flow (acre-feet)	109.0	115.6	113.9	2,345.4	2,241.5	2,334.8
Wastewater Flow (million gallons)	24.3	26.4	25.5	248.3	257.6	262.8
Fleet Work Orders, PM & CM, % of Total Time	62%	51%	53%	57%	53%	55%
Buildings Work Orders Completed (each)	91	108	93	737	991	818
Customer Service Requests (each)	44	65	69	967	978	988
Backflow Testing (each)	63	56	63	1,108	1,093	110
Plan Checking (each)	20	23	20	216	193	179
Trash Complaints (actual call-outs)	15	3	7	180	155	137