

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 June, 2015

DATE: July 14, 2015

DIRECTOR HIGHLIGHTS

We have received the recently published American Water Works Association Benchmarking - Performance Indicators for Water and Wastewater 2013 Survey Data and Analyses Report. The new Public Works key performance indicators for 2015-16 will be compared against the newly released data set. The three new KPI's are shown in the following table.

Performance Description	Performance Measurement
Disruption of Water Service	AWWA Median Per 1000 Customers
< 4 Hours	2.5
Between 4 & 12 Hours	1.1
> 12 Hours	0.1
Watermain Renewal Rate	AWWA Median
% Of Aging Mains Replaced	2.7%
Customer Service Accounts	AWWA Median
Billing Accuracy Rate - Errors per 10,000 bills	7 per 10,000 bills

In previous months I discussed the disruption of water service and the watermain renewal rate. The third KPI that we will report in the 2015-16 fiscal year is the Billing

accuracy rate. Issuing accurate and timely water and sewer bills is an extremely important function of public works. This benchmark will compare us to AWWA industry standards. All billing and collection functions are performed or administered by the Public Works Department. It starts with accurate meter reading, running the billing software to apply charges, creating the bills and sending the file for processing and mailing of bills. It also includes receiving payments by check and bank transfer and applying to the correct accounts, updating account information, reconciling accounts, resolving disputes, performing collections, and other audit functions.

WASTE NOT HIGHLIGHTS

Staff was one of four participants on a speaker panel, “Forest Health and Water Security,” as part of the TRPA 2015 Connections conference held June 22 and 23. Our 7-minute talk covered threats to source water protection.

Staff provided an in-depth interview about water supply and water production operations to researchers on the “Water for the Seasons” project. This project is a collaborative effort of UNR, Cooperative Extension, DRI, and USGS with grant funding from the National Science Foundation and the USDA to study climate resiliency on the Truckee-Carson River System (TCRS).

<http://environment.unr.edu/academy/waterfortheseasons.html>

TWSA DRINK TAHOE TAP ad promotions are running seasonally on Lake Tahoe TV (April, July, August and September) .

<https://m.youtube.com/watch?v=633vLUjWM8A&feature=youtu.be>

Staff attended the Nearshore Aquatic Weeds Working Group (NAWWG) meeting on June 10 and the TRPA Project Review Committee meeting on June 18.

Our Americorps member put on a Project Wet lesson related to invasive species and macro invertebrates to 100 students at Incline Middle School for their 7th grade science class. He then facilitated Project WET trainings for teachers with the Great Basin Outdoor School at the McKinley Arts Center in Reno. IVGID Waste Not donated supplies for the lesson on “Ask the Bugs!”

Our Americorps member also performed a Bear Awareness/Be Bear Smart lesson for the Parenting Class series at Tahoe’s Connection for Families. This information was geared toward families/parents living in Incline Village, and was delivered to Spanish speaking parents as well

Staff has been busy with the coordination of the Garbage Can Enclosure (Bear Box) Rebate Program. To date, 163 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.

ENGINEERING HIGHLIGHTS

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

- 2015 Watermain Replacement and Fire Flow Enhancement Project – 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. This project was awarded to Q&D Construction of Sparks, NV. Work is underway on Schedule A - Beowawie Road as well as Schedule B – Oxen Road. Both are anticipated to be complete by the end of July. Work will then begin on Schedule C – Commercial Easement between Village Boulevard and Southwood Boulevard.

In addition, the Engineering Department is overseeing a number of other projects in the planning and design phase including the fifth phase of the Incline and Third Creeks Restoration Project, safety enhancements for the natatorium mezzanine at the Recreation Center, a Beach Facilities Study, the Diamond Peak Incline Creek Culvert Rehabilitation, the Public Works Cold Storage Building, the second phase of the Effluent Export Pipeline Replacement Project, as well as a number of improvements at the Wastewater Treatment Plant.

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 4.01 MGD and Wastewater flow averages were 1.02 MGD.

Wastewater Operations

Along with routine operations, the team completed set-up of sprayers in the South #2 aerations basin, de-ragged the #2 waste pump, replaced the effluent screws conveyors, replaced the South #1 recirculation pump and installed a new mechanical seal.

Water Operations

In addition to routine inspections, laboratory analyses, instrument calibration, chemical deliveries, and routine maintenance, the team replaced all UV lamps on both reactors, replaced the air filters on both Ozone power supply cabinets, repaired the Ozone ambient monitor and rebuilt the Ozone gas solenoid valves in the eductor vault.

The BCWDP met all treatment and monitoring requirements for the month. All ultraviolet transmittance and intensity sensor calibrations were completed.

Water Pump Stations

Team members installed the new #1 pump at WPS 3A-1, and corrected a pump run issue at WPS 4-2 / 5-1.

Sewer Pump Stations

Staff performed a training exercise at the Spooner pump station, identifying the correct backflow procedure of the export line and reinstating the pump house to normal operation in preparation for the upcoming export line project in September.

Staff also cleaned out the Odor scrubber room at SPS 15, removing old electrical components.

Water Distribution

In addition to normal activities, staff performed 69 line locations. Crews repaired 2 water main lines and 4 service line leaks. All PRV annual rebuilds were completed and the summer BMP drain cleaning program has begun. Staff continued on the commercial meter testing program, the valve exercising program, and installed 12 beacon transponders for our pilot program to test their reliability and reading ability. Two water meter boxes were raised to grade.

Staff worked with the new leak detection company locating 8 suspect leaks, with a follow up report to come. Crews will start looking for leaks and repair as needed. One water valve box was raised to grade.

Staff completed testing of 25 commercial water meters.

Crews assisted Engineering and the UMS person on numerous potholes with the Vactor and other miscellaneous requests, along with assisting the Sawyer crew with cutting and chipping wood debris.

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. While staff is assisting on many other projects they were still able to complete 9,058 feet of line cleaning and 1,585 feet of CCTV work. Crews cleared one blockage that did not spill and raised 3 manholes to grade.

The export line ARV evaluation and project identification should be completed in the next few months.

Other projects included potholing for a new manhole installation on Pat Court, and re-plumbing and repairs on a sewer ARV on Lakeshore Boulevard. Staff also assisted the Treatment Plant crew with construction of 3 weir plates to regulate the flow into the basins.

Utility Maintenance Specialist

Completed projects for this month include SPS #7 interior work, Wetlands repair and extension work, asphalt repair on Eagle due to a main break, new manhole installation at Pat Court, repairs and clean-up for slurry and crack sealing projects along reservoir roads, wall and gate repairs at pump stations, and clearing debris around water tanks for an upcoming painting project.

Some significant repairs were made to upgrade the WWTP domestic water line, and a new backflow preventer and hot box were installed along with electrical upgrades.

Hunt program vaults were purchased and prepped out for future placement.

There are currently 19 other projects in progress or in the planning/coordination phase.

Miscellaneous / Training / Safety

Our driver continued hauling of bio-solids from the Treatment Plant, spoils from the pipeline yard, plus backhauling of base rock materials for restocking the inventory. 100 yards of green waste and 2,380 lbs. of wood pallets were hauled to the Bentley and Full Circle compost facilities.

Pipeline conducted their monthly safety meeting, attended the District's monthly safety meeting, checked all fire extinguishers, eye wash and AED stations, and held a safety refresher on chainsaw care and use. One crew member took his Grade 1 water treatment test and staff held a meeting working on core values and developing crew norms.

Treatment Plant crews continue to hold workshops with the Director of Public Works defining PM lists and SOP's for all of their sites. Crews also completed meeting on core values and developing crew norms.

We had a total of 14 alarms from the Plant Division and 6 overtime call-out responses for the Pipeline Division. Call-outs consisted of customer service assistance, water main line leaks, low chlorine residuals at the Treatment Plant, high sump pump, sludge blankets, power alarms, high tanks, high wet wells and one generator run from a power blip.

BUSINESS OFFICE HIGHLIGHTS

- Staff posted 40 delinquent accounts for shut off. 2 accounts were shut off due to nonpayment. There are currently a total of 5 accounts which are still shut off with delinquent balances.
- No Liens were recorded.
- No Release of Liens were recorded.
- 564 accounts received E-statements thru Online Account Access.
- Potential leak notifications were indicated for 389 accounts on their monthly statement. 40 Online Account Access customers were also notified of their leak by email.
- 22 changes in ownership were processed on utility accounts.
- Staff processed \$166.75 in credits related to water leaks.
- Staff attended the monthly NNCCP and NPPSC purchasing meetings.
- Staff is working on contract administration for various CIP projects, including the 2015 Watermain and Fire Flow Enhancement Project, janitorial services, Incline and Third Creeks Restoration, Phase V, and close-out of the Ski Beach and continues with the scanning of archived project information.

FLEET HIGHLIGHTS

Fleet staff has been working on CIP equipment purchases for the 2015/2016 year. Five projects to date have been approved and three new pieces of equipment have been ordered.

Annual underground fuel storage tank testing for leak and monitoring systems has been completed for all locations and have passed with no problems found

- Sweetwater shop
 - In addition to regular repairs and maintenance for the month of June, other special projects Fleet has been tasked with include fabrication of new sections and modifying existing metal fence at the southwest corner of Incline Beach, fabrication of a safe deposit box mounting pedestal for the Hyatt Sport shop's cash receipts, and the design and fabrication of a new lightweight tailgate for Parks' dump truck due to safety concerns

- Ski shop
 - All shop activities are running smooth and mechanics are preparing to start the summer services and overhauls of the equipment in preparation for next season.
- Golf shop
 - All of the Golf operation vehicles and equipment are fully repaired, serviced and ready for use. The golf shop operation is running smooth at this time and the mechanics have changed to early start time to have equipment checked and adjusted before start of operations.

BUILDINGS HIGHLIGHTS

- **Administration**
 - Striped parking lot.
 - Began emergency light check.
- **Public Works**
 - Repaired emergency shut off switch on outside wall on fuel pump side. Switch for external fan and make up air.
 - Cleaned carpets and floors in On Call apartment.
 - Began new keyless entry project for all Public Works facilities.
- **Treatment Plant**
 - Repaired broken supply line to water heater.
 - Pest control lab insect infestation.
 - Inspected drinking fountain / condemned compressor motor as a fire hazard; recommended new unit.
- **Chateau**
 - Repaired leak in first floor women's bathroom main drain.
 - Replaced damaged snack bar lock set.
 - Repaired block retaining wall by lower snack bar.
 - Replaced faulty faucets in men's room upstairs, one ladies room downstairs, automatic no touch sensor failed on both.
 - Repaired emergency lighting and exits throughout facility.
 - Replaced lamps in recessed lighting in Pro Shop.
 - Installed 13 new rod guides for doors.
 - Drywall repair stemming from leak in ceiling near the grill double doors.
 - Repaired hand wash sink in Chateau F&B.
- **Aspen Grove**
 - Repaired screen door and readjusted the frame.
 - Repaired main entry door and installed new kick plate.
 - Hard wired irrigation control to main breaker panel.
 - Identified and re-marked circuits in main panel.

Inspected and changed out pole lights.

- **Golf**

Installed new receptacle on far west side of driving range for point of sale computer.
Repaired exhaust fan in Champ Cart Barn.

- **Ski**

Annual ansul system check in F&B.
Replaced gas hose connections on all F&B gas equipment.
Re-keyed front door locks of Snowflake Lodge.
Repaired emergency lighting in all buildings
Repaired panic door equipment in Ski Patrol.
Striped lower parking lot.
Cleaned carpets upstairs and down at main lodge.
Met with State elevator inspectors on new 2015 regulations regarding permit and additional inspector cost.

- **Parks**

Repaired three roll up doors in the Parks yard.
Striped parking lot at Village Green.
Striped parking lot at Preston Field.

- **Recreation Center**

Cleared and entered new building alarm codes, and cleaned up settings.
Recoated childcare exterior emergency exit stairs.
Repair electrical short in VFD that monitors pool functions.

- **Tennis Center**

Repaired and replaced men's bathroom flush valves.

- **Incline Beach F&B**

Reinstalled new drinking fountain and repaired drain.
Annual ansul system check.
Installed cup holder for new drinking fountain.

- **Burnt Cedar Beach F&B**

Annual ansul system check.
Remounted new menu signs on BC snack bar.
Removed fiber optic system from Burnt Cedar F&B facility.
Assisted in new window install and remodel.
Instaled new drinking fountain.

- **Beaches**

Incline Beach - saw cut rough edge on concrete in front of snack bar.
Incline Beach - striped parking lot.
Burnt Cedar Beach Playground - installed bathroom lights to timer and motion sensors.

Burnt Cedar Beach Pool Patio - added 2 duplex receptacles on railing column for bar power.

Burnt Cedar Pool - purchased and installed new pool vacuum.

Burnt Cedar Beach Pool - repaired foot wash.

PUBLIC WORKS BENCHMARKS

Benchmark Item	JUNE					
	Totals for the Month			Year-to-Date Totals		
	2014	2015	3-Year Average	2014	2015	3-Year Average
Water Flow (acre-feet)	437.7	369.5	410.9	3,264.3	3,016.4	3,212.7
Wastewater Flow (million gallons)	29.7	30.5	29.7	332.4	338.2	343.3
Fleet Work Orders, PM & CM, % of Total Time	60.9%	58.1%	60.5%	56.4%	54.4%	54.9%
Buildings Work Orders Completed (each)	99	128	104	1,049	1,407	1,151
Customer Service Requests (each)	136	118	124	1,348	1,735	1,748
Backflow Testing (each)	304	326	321	1,749	1,735	1,748
Plan Checking (each)	25	35	31	286	281	260
Trash Complaints (actual call-outs)	15	14	15	229	200	177