

# Public Works-Water Division

## Mission Statement

The Water Division will operate and maintain the Rockford public water system in a manner that:

- Protects public health and enhances the community (*Our Product*)
- Focuses on our customers (*Our Service*)
- Upholds the highest standards of public trust (*Our Reputation*)

**Primary Functions** → The Water Division is comprised of three operating sections and Administration. The Division is responsible for production, quality control, storage, distribution, and related services to approximately 52,000 water customers.

- **Production** → The Production Section is responsible for overseeing the operation of the water system wells/booster pumps, ground-level and elevated storage, water treatment equipment, water quality, cross-connection control, and facility maintenance.
- **Distribution** → The Distribution Section oversees the maintenance, repair, and replacement of water mains and associated service branches, valves, and fire hydrants.
- **Customer Service** → The Customer Service Section is primarily responsible for responding to customer concerns, meter readings, installation/replacement of water meters, and responding to service calls.
- **Administration** → The Administrative Section is responsible for all division administration, fiscal control, system planning, service contract administration, and payroll.

## 2010 Accomplishments →

- Improved the quality of water delivered to customers by reducing iron, manganese, and radium concentrations through the use of new water filtration facilities.
- Completed construction and start-up of three radium removal facilities and effectively operating three iron filtration facilities.
- Continued to improve customer service by reducing number of complaints throughout Water Division operations and improving responsiveness when a complaint is received.
- Continued to inform stakeholders (Administration, Alderman, water customers, realtors, etc.) about our Water Quality Improvement Project (through announcements, consumer confidence report, information bulletins, brochures, presentations, etc.).
- Completed Rockford Water Laboratory with Illinois EPA Certification in third quarter 2010.
- Improved customer service by improving internal systems and responsiveness.
- Continued to promote worker safety and reduce number of on the job injuries (training and equipment).
- Continued to address all safety concerns in a timely manner.

## **Public Works-Water Division**

- Continued to develop and implement Rockford Water Academy to train and cross-train employees with a goal averaging 20 hours per employee of training per year.
- Continued to improve office environment at 1111 Cedar Street. Renovation of women's bathroom is underway and a remedy for the sewer back-up problem is being engineered.
- Improved organizational efficiency through enhancing communication (SharePoint) across the organization, filling the Manager of Operations position, and accountability programs for managers and supervisors.
- Completed Pilot Program in Customer Service and issued laptops to three Water Service Inspectors.

### **2011 Goals and Objectives →**

- Complete Water Utility Master Plan.
- Improve the quality of water delivered to customers by reducing iron, manganese, and radium concentrations through the use of new water filtration facilities and reducing excursions in concentration of treatment chemicals.
- Continue to improve customer service by reducing number of complaints throughout Water Division operations and improving responsiveness when a complaint is received.
- Continue to inform stakeholders (Administration, Alderman, water customers, realtors, etc.) about our Water Quality Improvement Project (through announcements, consumer confidence report, information bulletins, brochures, presentations, etc.).
- Enhance community awareness of the importance of drinking water and the Rockford Water System (public service announcements, secondary school demonstrations and presentations, etc.).
- Implement Rockford Water Laboratory and offer services to general public.
- Improve customer service by improving internal systems and responsiveness.
- Continue to promote worker safety and reduce number of on the job injuries (training and equipment). Address all safety concerns in a timely manner.
- Continue to develop and implement Rockford Water Academy to train and cross-train employees with a goal averaging 20 hours per employee of training per year.
- Continue to improve office environment at 1111 Cedar Street.

# Public Works-Water Division

- Improve organizational efficiency through enhancing communication (SharePoint) across the organization and through implementation of accountability programs for managers and supervisors.
- Continue implementation of laptop program to make field operations more efficient.

## Budget Summary

PUBLIC WORKS WATER DIVISION BUDGET SUMMARY					
APPROPRIATION	2009	2010	2010	2011	INCREASE
	<u>ACTUAL</u>	<u>BUDGET</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>(DECREASE)</u>
PERSONNEL	\$5,969,917	\$6,611,555	\$5,982,256	\$6,263,404	(\$348,151)
CONTRACTUAL	4,649,959	6,020,545	4,351,358	5,936,190	(84,355)
SUPPLIES	1,047,215	1,706,900	1,029,114	1,626,740	(80,160)
OTHER	5,201,054	6,460,542	6,383,497	7,040,434	579,892
INTEREST	<u>2,255,468</u>	<u>2,598,000</u>	<u>2,273,154</u>	<u>2,553,000</u>	<u>(45,000)</u>
TOTAL	<u>\$19,123,613</u>	<u>\$23,397,542</u>	<u>\$20,019,379</u>	<u>\$23,419,768</u>	<u>\$22,226</u>
<b>STAFFING REVIEW</b>					
	2008	2009	2010	2011	INCREASE <u>(DECREASE)</u>
OPERATIONS	70.70	71.00	74.00	68.00	(6.00)
FIXED ASSETS	4.00	4.00	4.00	4.00	0.00
TOTAL	<u>74.70</u>	<u>75.00</u>	<u>78.00</u>	<u>72.00</u>	<u>(6.00)</u>
<b>FUNDING SOURCE</b>					
		2010	2010	2011	2011
		<u>AMOUNT</u>	<u>PERCENTAGE</u>	<u>AMOUNT</u>	<u>PERCENTAGE</u>
WATER USER FEES		\$23,840,000	89.9	\$23,390,000	95.2
INSTALLATIONS & CONNECTIONS		1,231,500	4.6	771,000	3.1
INTEREST INCOME		820,000	3.1	200,000	0.8
FROM OTHER GOVERNMENTS		0	0.0	0	0.0
MISCELLANEOUS		508,000	1.9	109,000	0.4
PURCHASE OF SERVICES		<u>123,300</u>	<u>0.5</u>	<u>99,400</u>	<u>0.5</u>
TOTAL		<u>\$26,522,800</u>	<u>100.0</u>	<u>\$24,569,400</u>	<u>100.0</u>

## Budget Analysis

The 2011 budget of \$23,419,768 is a \$22,226 increase from the 2010 budget. Personnel costs decreased \$348,151 due to a reduction in staffing by six. Resulting decreases included salaries at \$279,400, IMRF at \$48,400, worker's comp at \$3,200, retiree insurance at \$7,900, and small adjustments to parking and life insurance. Temporary salaries (\$7,640) and overtime (\$14,000) also decreased. Decreases are offset by increases in unemployment (\$8,100) and health insurance (\$5,700) due to rate increases.

Contractual services decreased \$84,355 in 2011. A number of changes attribute to this increase, including \$24,500 in vehicle repairs, other contractual at \$26,700 due to new maintenance contracts at new facilities, \$16,100 in fuel, \$10,000 in backwash treatment, and a number of other, smaller increases. These are offset by decreases in water power expense of \$160,000 for reductions in pumping energy use, \$24,600 in service contracts with the elimination of hydrant painting, \$5,800 for printing expenses, and a variety of other small reductions.

# Public Works-Water Division

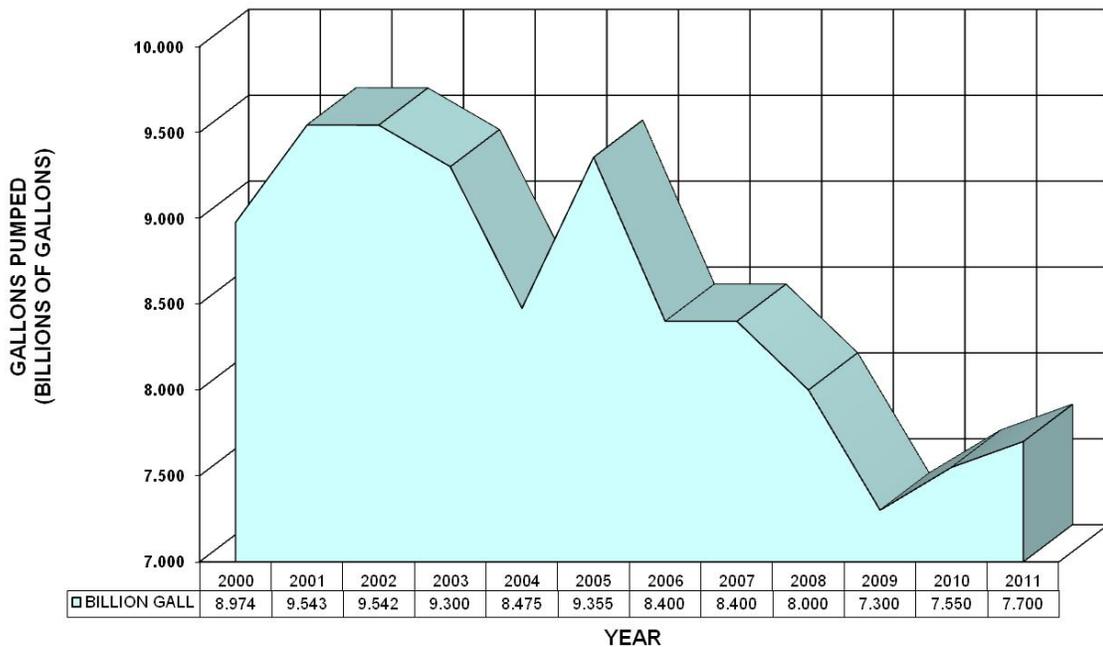
Supplies decreased \$80,160 primarily due to a decrease in water supplies (\$123,400), based on predicted activity and actual expenditures, a decrease in equipment, and increases in small tools (\$25,400), lab supplies (\$16,300), and fuel and lubricants (\$12,900).

Other expenses increased \$333,637 for 2011. Increases in depreciation of \$337,135 and \$20,700 in debt expense are offset by a decrease of \$24,200 in purchase of services. Interest expense decreases \$45,000.

In 2010, the Water Division spent \$20,019,379 or 85.6% of its budgeted allocation. In the past several years, 83% to 97% of the budget has been spent.

## Information and Statistics

**ROCKFORD PUBLIC WORKS WATER DIVISION  
WATER PRODUCTION**



SOURCE: WATER DIVISION

As the graph above shows, water production has fluctuated somewhat in the last ten years. Since 1998, when gallons pumped was at 8.9 billion, production has decreased 3%, to an estimated 7.55 billion gallons in 2010. The average production for the past seven years is 8.101 billion gallons, which is more than expected 2011 production of 7.7 billion. Weather conditions, particularly annual rainfall, impact water usage in the City.

## Five Year Financial Forecast

The 2012-2016 five-year forecast assumes annual three percent rate increases with consumption rising three-quarters of one percent each year. Expenses for this forecast range from five to six percent.

# Public Works-Water Division

## WATER FUND 2012-2016 FINANCIAL FORECAST (IN 000'S)

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Revenues	\$25,446	\$26,362	\$27,311	\$28,294	\$29,313
Expenses	<u>24,169</u>	<u>25,377</u>	<u>26,646</u>	<u>27,978</u>	<u>29,377</u>
Excess (Deficit)	<u>1,277</u>	<u>985</u>	<u>665</u>	<u>316</u>	<u>(64)</u>
Beginning Balance	<u>69,682</u>	<u>70,959</u>	<u>71,944</u>	<u>72,609</u>	<u>72,925</u>
Ending Balance	<u>\$70,959</u>	<u>\$71,944</u>	<u>\$72,609</u>	<u>\$72,925</u>	<u>\$72,861</u>
Bond Issues	\$0	\$0	\$0	\$0	\$0
Rate Increases	3.0%	3.0%	3.0%	3.0%	3.0%

After completion of the \$75 million rehabilitation program, the City will finance future improvements on a pay as you go basis.

### Fixed Assets

The 2011 budget of \$360,000 for fixed assets includes a variety of vehicles, operating equipment, and building improvements.

FIXED ASSETS PUBLIC WORKS WATER DIVISION 2011 BUDGET			
<u>DESCRIPTION</u>	<u>COST CENTER</u>	<u>ACCOUNT</u>	<u>AMOUNT</u>
Chlorine cylinder closers	3502	79922	\$12,000
Air conditioners	3502	79922	\$13,000
1/2 Ton 4x4 Pickup	3510	79922	\$30,000
1 Ton Utility Box Pickup	3500	79922	\$65,000
Tandem dump truck	3510	79922	\$130,000
Customer Service cargo van	3526	79922	\$21,000
			<u>\$271,000</u>
Roof replacement at Well 34	3502	79910	\$14,000
Cedar St. Improvements (phase 4)	3526	79910	\$75,000
			<u>\$89,000</u>
			<u>\$360,000</u>
		TOTAL CURRENT FIXED ASSETS	<b>\$360,000</b>

# Public Works-Water Division

## Personnel Review

PUBLIC WORKS WATER DIVISION				
<b>BENEFITS AND SALARIES</b>		<b>2010</b>	<b>2011</b>	<b>INCREASE/</b>
<b>SALARY</b>		<b><u>BUDGET</u></b>	<b><u>BUDGET</u></b>	<b><u>(DECREASE)</u></b>
PERMANENT		\$3,882,425	\$3,647,918	(\$234,507)
TEMPORARY		93,560	85,920	(7,640)
OVERTIME		492,000	482,000	(10,000)
MERIT PAY		0	0	0
SALARY ADJUSTMENT		0	0	0
<b>TOTAL SALARIES</b>		<b><u>\$4,467,985</u></b>	<b><u>\$4,215,838</u></b>	<b><u>(\$252,147)</u></b>
<b>BENEFITS</b>				
ILLINOIS MUNICIPAL RETIREMENT		\$889,916	\$851,554	(\$38,362)
UNEMPLOYMENT TAX		4,851	13,140	8,289
WORKER'S COMPENSATION		103,417	100,847	(2,570)
HEALTH INSURANCE		1,112,020	1,125,072	13,052
RETIREE HEALTH INSURANCE		24,000	16,068	(7,932)
LIFE INSURANCE		6,006	5,694	(312)
PARKING		3,360	3,360	0
<b>TOTAL BENEFITS</b>		<b><u>\$2,143,570</u></b>	<b><u>\$2,115,735</u></b>	<b><u>(\$27,835)</u></b>
<b>TOTAL COMPENSATION</b>		<b><u>\$6,611,555</u></b>	<b><u>\$6,331,573</u></b>	<b><u>(\$279,982)</u></b>
	<b>POSTION</b>	<b>2010</b>	<b>2011</b>	<b>INCREASE/</b>
<b>POSITION TITLE</b>	<b><u>RANGE</u></b>	<b><u>EMPLOYEES</u></b>	<b><u>EMPLOYEES</u></b>	<b><u>(DECREASE)</u></b>
WATER SUPERINTENDENT	E-12	1.00	1.00	0.00
WATER OPERATIONS MANAGER	E-10	1.00	1.00	0.00
ASSISTANT SUPERINTENDENT	E-9	1.00	1.00	0.00
WATER QUALITY SUPERVISOR	E-9	1.00	1.00	0.00
CUSTOMER SERVICE MANAGER	E-8	1.00	0.00	(1.00)
DIS SYS OP SUPERVISOR	E-8	1.00	1.00	0.00
WATER OPERATIONS SUPERVISOR - DISTRIBUTION	E-7	2.00	2.00	0.00
WATER PLANT OP. & MAINT.SUPERVISOR	E-8	1.00	1.00	0.00
WATER SYSTEMS & SCADA SUPERVISOR	E-8	1.00	1.00	0.00
WATER TREATMENT SUPERVISOR	E-8	1.00	1.00	0.00
WATER SERVICES COORDINATOR	E-8	2.00	2.00	0.00
ACCOUNTANT	E-7	1.00	1.00	0.00
SENIOR WATER QUALITY TECHNICIAN	E-6	0.00	1.00	1.00
WATER QUALITY TECHNICIAN	E-5	2.00	1.00	(1.00)
WATER CONTROL SYSTEM TECHNICIAN	E-5	1.00	1.00	0.00
SENIOR ENGINEERING TECHNICIAN	E-6	3.00	2.00	(1.00)
ENGINEERING TECHNICIAN	E-5	1.00	1.00	0.00
INSPECTION OFFICER	CD-26	1.00	0.00	(1.00)
PUBLIC WORKS CREW LEADER	A-28	5.00	5.00	0.00
WATER PLANT OPERATOR	A-28	13.00	12.00	(1.00)
WATER SERVICE INSPECTOR	A-26	9.00	8.00	(1.00)
EQUIPMENT OPERATOR	A-23	6.00	6.00	0.00
SENIOR ACCOUNT CLERK	A-21	1.00	1.00	0.00
MAINTENANCE WORKER	A-20	10.00	10.00	0.00
SENIOR SECRETARY	A-20	1.00	1.00	0.00
SENIOR CLERK	A-19	8.00	8.00	0.00
WATER METER READER	A-18	3.00	3.00	0.00
<b>TOTAL PERSONNEL</b>		<b><u>78.00</u></b>	<b><u>73.00</u></b>	<b><u>(5.00)</u></b>

# Public Works-Water Division

## Performance Measures

	2008 Actual	2009 Actual	2010 Actual	2011 Projected
Annual water production (billion gallons)	8.00	7.30	7.40	7.70
Hydrants replaced or installed	70	128	149	150
Services replaced or installed	65	657	609	600
Valves replaced or installed	110	116	123	120
Number of radio frequency meters installed	1,900	672	800	1,000
Number of customer meters	53,267	53,030	53,055	53,030
Radio frequency meters as a % of total	98.3%	99.8%	99.8%	99.8%