

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.

2011 Accomplishments →

- Met customer demands for drinking water and fire protection by producing 7.3 billion gallons of water.
- Attained an average service pressure of at least 45 psi throughout the water system as a result of implementing two new hydraulic pressure zones, upgrading booster pumps, and implementing improved operational strategies.
- Accomplished 99.98% reliability in the delivery of water to our customers.
- Improved the quality of water delivered to our customers. Have completed seven (of ten total) water filtration plants. Reduced total iron in the system by approximately 75% and achieved radium compliance at five wells (out of six that were out of compliance).
- Completed Environmental Laboratory certification. Over 40,000 tests conducted annually ensures that the drinking water we deliver to our customers is safe.
- Provided drinking water at reasonable rates through good stewardship of financial resources. Water rates remain below the national average for comparable-sized water systems.
- Provided friendly and courteous customer service. Received several compliments from water customers throughout the year for outstanding service.

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- Continued to implement improvements in technology to enhance our service to customers.
- Maintained an open work environment promoting public/employee feedback and continuous improvement.
- Maintained a skilled and well-trained workforce.
- Promoted worker safety and public safety in all activities.
- Initiated Water Utility Master Plan as first step in developing comprehensive Asset Management Program.

2012 Goals and Objectives →

- Complete Water Utility Master Plan.
- Develop Long-Term Infrastructure Replacement Program.
- 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, Aldermen, 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.).
- 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.
- Improve organizational efficiency through enhancing communication (SharePoint) across the organization and through implementation of accountability programs for managers and supervisors.

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- Continue implementation of laptop program to make field operations more efficient.

Budget Summary

| PUBLIC WORKS WATER DIVISION BUDGET SUMMARY | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|
| APPROPRIATION | 2010 <u>ACTUAL</u> | 2011 <u>BUDGET</u> | 2011 <u>ACTUAL</u> | 2012 <u>BUDGET</u> | INCREASE (DECREASE) |
| PERSONNEL | \$5,982,256 | \$6,263,404 | \$5,771,279 | \$6,410,098 | \$146,694 |
| CONTRACTUAL | 4,351,358 | 5,936,190 | 4,338,844 | 5,663,895 | (272,295) |
| SUPPLIES | 1,029,114 | 1,626,740 | 986,501 | 1,365,450 | (261,290) |
| OTHER | 6,383,497 | 7,040,434 | 7,321,149 | 7,903,624 | 863,190 |
| INTEREST | 2,273,154 | 2,553,000 | 2,242,842 | 2,289,000 | (264,000) |
| TOTAL | <u>\$20,019,379</u> | <u>\$23,419,768</u> | <u>\$20,660,615</u> | <u>\$23,632,067</u> | <u>\$212,299</u> |

| STAFFING REVIEW | 2009 | 2010 | 2011 | 2012 | INCREASE (DECREASE) |
|-----------------|--------------|--------------|--------------|--------------|------------------------|
| OPERATIONS | 71.00 | 74.00 | 68.00 | 68.00 | 0.00 |
| FIXED ASSETS | 4.00 | 4.00 | 4.00 | 4.00 | 0.00 |
| TOTAL | <u>75.00</u> | <u>78.00</u> | <u>72.00</u> | <u>72.00</u> | <u>0.00</u> |

| FUNDING SOURCE | 2011 <u>AMOUNT</u> | 2011 <u>PERCENTAGE</u> | 2012 <u>AMOUNT</u> | 2012 <u>PERCENTAGE</u> |
|-----------------------------|-----------------------|---------------------------|-----------------------|---------------------------|
| WATER USER FEES | \$23,390,000 | 95.2 | \$23,321,000 | 95.8 |
| INSTALLATIONS & CONNECTIONS | 771,000 | 3.1 | 651,000 | 2.7 |
| INTEREST INCOME | 200,000 | 0.8 | 160,000 | 0.7 |
| FROM OTHER GOVERNMENTS | 0 | 0.0 | 0 | 0.0 |
| MISCELLANEOUS | 109,000 | 0.4 | 109,000 | 0.4 |
| PURCHASE OF SERVICES | <u>99,400</u> | <u>0.5</u> | <u>97,400</u> | <u>0.4</u> |
| TOTAL | <u>\$24,569,400</u> | <u>100.0</u> | <u>\$24,338,400</u> | <u>100.0</u> |

Budget Analysis

The 2012 budget of \$23,632,067 is a \$212,299 increase from the 2011 budget. Personnel costs increased \$146,694 due to increased fringe benefit rates. Resulting increases included IMRF at \$17,500, worker's compensation at \$44,700 and health insurance at \$60,000. Temporary salaries (\$19,500) and salaries (\$4,600) also increased.

Contractual services decrease \$272,295 in 2012. A number of small reductions attribute to this decrease with the main decrease coming from a reduction in pumping energy use in water power expense of \$450,000. This is offset by increases in service contracts (\$24,000), fuel costs (\$61,800), engineering expenses (\$50,000), other professional fees (\$30,000) and risk management (\$38,000) as well as a variety of other small increases

Supplies decrease \$261,290 primarily due to a decrease in water supplies (\$230,300) and small tools (\$43,000) and an expected increase in fuel and lubricants (\$8,000).

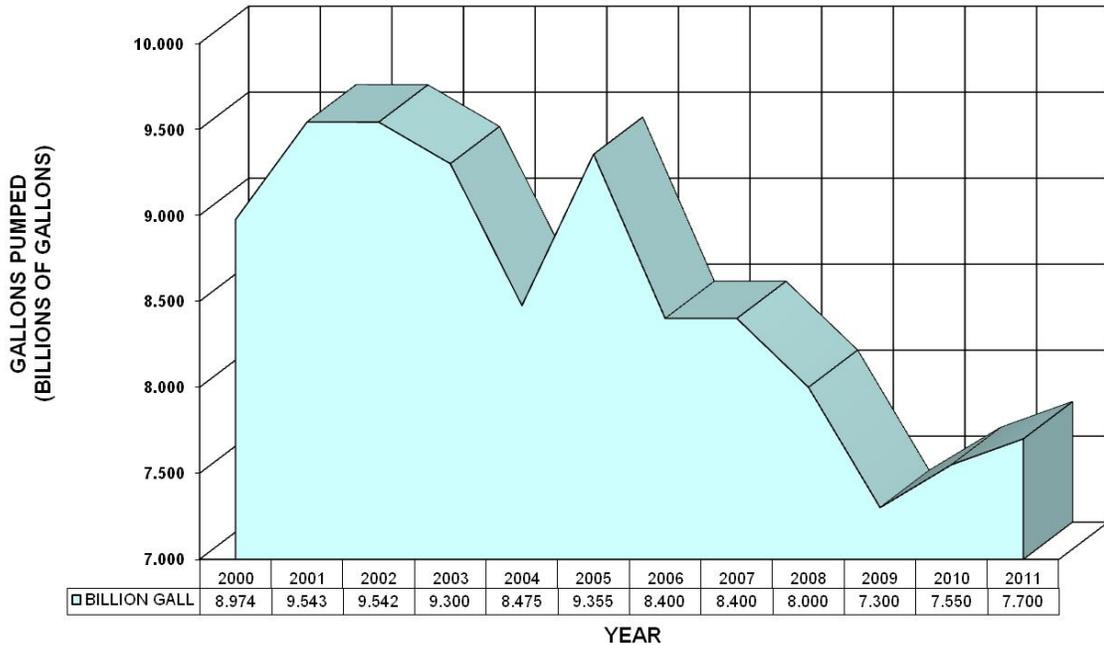
Other expenses increase \$863,190 for 2012. An increase in depreciation of \$824,900 and purchase of services of \$399,000 is offset by a decrease of \$20,700 in debt expenses. Interest expense decreases \$264,000.

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In 2011, the Water Division spent \$20,660,615 or 88.2% 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 21%, to an estimated 7.03 billion gallons in 2011. The average production for the past seven years is 8.006 billion gallons, which is more than expected 2012 production of 7.4 billion. Weather conditions, particularly annual rainfall, impact water usage in the City.

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Personnel Review

| PUBLIC WORKS WATER DIVISION | | | | |
|--|---------------------|---------------------------|---------------------------|--------------------------|
| BENEFITS AND SALARIES | | 2011 | 2012 | INCREASE/ |
| SALARY | | <u>BUDGET</u> | <u>BUDGET</u> | <u>(DECREASE)</u> |
| PERMANENT | | \$3,603,017 | \$3,607,613 | \$4,596 |
| TEMPORARY | | 85,920 | 105,400 | 19,480 |
| OVERTIME | | 478,000 | 478,000 | 0 |
| MERIT PAY | | 0 | 0 | 0 |
| SALARY ADJUSTMENT | | 0 | 0 | 0 |
| TOTAL SALARIES | | <u>\$4,166,937</u> | <u>\$4,191,013</u> | <u>\$24,076</u> |
| BENEFITS | | | | |
| ILLINOIS MUNICIPAL RETIREMENT | | \$841,549 | \$859,096 | \$17,547 |
| UNEMPLOYMENT TAX | | 12,960 | 12,960 | 0 |
| WORKER'S COMPENSATION | | 100,186 | 144,857 | 44,671 |
| HEALTH INSURANCE | | 1,117,688 | 1,177,644 | 59,956 |
| RETIREE HEALTH INSURANCE | | 16,068 | 16,848 | 780 |
| LIFE INSURANCE | | 5,616 | 5,616 | 0 |
| PARKING | | 2,400 | 2,064 | (336) |
| TOTAL BENEFITS | | <u>\$2,096,467</u> | <u>\$2,219,085</u> | <u>\$122,618</u> |
| TOTAL COMPENSATION | | <u>\$6,263,404</u> | <u>\$6,410,098</u> | <u>\$146,694</u> |
| | POSTION | 2011 | 2012 | INCREASE/ |
| POSITION TITLE | <u>RANGE</u> | <u>EMPLOYEES</u> | <u>EMPLOYEES</u> | <u>(DECREASE)</u> |
| 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 |
| DIS SYS OP SUPERVISOR | E-8 | 1.00 | 0.00 | (1.00) |
| WATER OPERATIONS SUPERVISOR - DISTRIBUTION | E-8 | 2.00 | 3.00 | 1.00 |
| WATER PLANT OP. & MAINT.SUPERVISOR | E-8 | 1.00 | 2.00 | 1.00 |
| WATER SYSTEMS & SCADA SUPERVISOR | E-8 | 1.00 | 1.00 | 0.00 |
| WATER TREATMENT SUPERVISOR | E-8 | 1.00 | 0.00 | (1.00) |
| 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 | 1.00 | 0.00 | (1.00) |
| WATER QUALITY TECHNICIAN | E-5 | 1.00 | 2.00 | 1.00 |
| WATER CONTROL SYSTEM TECHNICIAN | E-5 | 1.00 | 1.00 | 0.00 |
| SENIOR ENGINEERING TECHNICIAN | E-6 | 1.00 | 1.00 | 0.00 |
| ENGINEERING TECHNICIAN | E-5 | 1.00 | 1.00 | 0.00 |
| PUBLIC WORKS CREW LEADER | A-28 | 5.00 | 5.00 | 0.00 |
| WATER PLANT OPERATOR | A-28 | 12.00 | 12.00 | 0.00 |
| WATER SERVICE INSPECTOR | A-26 | 8.00 | 8.00 | 0.00 |
| 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 |
| TOTAL PERSONNEL | | <u>72.00</u> | <u>72.00</u> | <u>0.00</u> |

Public Works-Water Division

Performance Measures

| | 2009 Actual | 2010 Actual | 2011 Actual | 2012 Projected |
|--|----------------|----------------|----------------|-------------------|
| Annual water production (billion gallons) | 7.30 | 7.40 | 7.03 | 7.40 |
| Hydrants replaced or installed | 128 | 53 | 43 | 50 |
| Services replaced or installed | 657 | 50 | 52 | 55 |
| Valves replaced or installed | 116 | 38 | 13 | 30 |
| Number of radio frequency meters installed | 672 | 958 | 444 | 800 |
| Number of customer meters | 53,030 | 53,055 | 52,725 | 52,725 |
| Radio frequency meters as a % of total | 99.8% | 99.8% | 99.0% | 99.8% |