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TEACHERA
MIDYER WTD

City of Appleton
Water Distribution
Summary Budget to Actual Report
For the Twelve Months Ending December 31, 2013

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02/01/14
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Description	Year to Date Expense	Encumbered Amount	Total Expended and Encumbered	Full Year Amended Budget	Percent of Amended Budget
Distribution Administration	527,337	36,000-	491,337	521,247	94.3 %
Customer Service	258,859	0	258,859	167,356	154.7 %
Distribution Ops. & Maint.	1,244,576	0	1,244,576	1,147,843	108.4 %
Distribution Capital	3,078,452	180,050	3,258,502	3,871,649	84.2 %
Total	5,109,224	144,050	5,253,274	5,708,095	92.0 %

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

WATER UTILITY	
Distribution Administration	Business Unit 5351

Significant 2013 Events:

Staff is concentrating on updating stockroom identification system and a process to improve stock rotation.
 Staff developed first in/first out water meter inventory.
 Installed pallet racking to increase storage capacity and ensure product rotation.
 Evaluating best disposal options on used water meters.
 Created a smart meter opt out policy.
 No longer required by PSC to send certified mail requests for water meter notifications.

Performance Data:

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Efficient customer service						
# of certified mail requests sent	544	459	276	135	7,500	18
# of telephone requests for service	5,625	6,904 *	5,638	4,164	7,500	1,086
Strategic Outcomes						
Consistent and current information						
Policies reviewed/updated	2	1	0	0	1	1
Turnover ratio of inventory - Annual	0.60	0.60	0.87	0.76	0.80	0.65
Work Process Outputs						
Reporting & recording keeping						
# of reports generated for PSC	1	1	1	1	1	1

* Increase in telephone contact is due to sending out postcards rather making cold calls.

**Certified mail requests no longer required for meter appointments, using regular mail instead

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

Customer Service	
WATER UTILITY	
Business Unit 5352	

Significant 2013 Events:

Working with IT and GIS staff to develop new mobile field application for new meter project, eliminating duplicate data entry.
Working with Finance and new meter vendor to install new meters in apartment buildings to avoid temporarily installing outdated meters.

Performance Data:

Criteria

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Reliable, accurate water usage						
# of large meters replaced	4	36	2	1	0	0
# of meters tested	2,818	2,908	1,584	1,293	2,000	428
# of defective meters replaced	228	133	115	45	150	36
# of meters in service	26,788	26,850	26,990	27,160	27,250	27,383
Strategic Outcomes						
Implementation of system upgrade						
# of trace batteries replaced	2,747	2,754	1,272	802	100	122
Work Process Output						
Service provided						
# of service calls	1,364	1,225	1,128	1,247	1,200	1,472
System growth						
# of new services installed	151	140	55	177	250	233

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

WATER UTILITY	
Distribution Operations and Maintenance	Business Unit 5353

Significant 2013 Events:

Purchased a hydraulic chain saw for cutting iron & concrete pipe using hydraulic supply lines from the tractor improving safety for the employee.
 Purchased a light weight portable amplifier module w/headphones to improve method of conducting a leak survey and reduce water loss.
 Replaced water curb boxes/stems (153) in the Meadow Grove area due to failing deteriorating parts.

Performance Data:

Criteria

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Reliable source at adequate pressure						
Hydrants						
Replaced/Upgrade	2	6	16	6	5	4
% of hydrants flushed	100%	100%	100%	100%	100%	100%
Water loss reported	9%	11%	2.5%	11.2%	8%	8.5%
Strategic Outcomes						
Reliability of the system						
# of water main breaks	69	62	99	83	80	87
Work Process Outputs						
Preventive maintenance						
# of services replaced	12	20	5	36	25	24
# of valves exercised	1,619	1,072	1,152	1,010	1,000	869
# of valves replaced	5	2	4	5	5	4
# of curb boxes repaired	293	414	599	331	300	202
# of joint leaks fixed	5	4	6	5	5	4
# of service leaks fixed	15	13	4	4	15	3

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

WATER UTILITY	
Distribution Capital Improvements	Business Unit 5370

Significant 2013 Events:

Extended 16" transmission line to Cotter & Second St.

Installed with relay or new 1.3 miles of 12" & 16" water main in commercial/industrial zoning.

Performance Data:

Criteria

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Reliable and adequate service						
% of reconstructed streets with relay	100.0%	100.0%	100.0%	100.0%	100%	100.0%
% increase of fire flow capacity	10%-125%	10% - 140%	21% - 493%	0% - 175%	0% - 200%	0% - 45%
# of low flow hydrants eliminated	3	5	7	3	7	3
Strategic Outcomes						
System size						
Miles of mains	370	361	363	374 *	367	375
% of total miles of mains reconstructed	2.15%	1.77%	0.56%	0.63%	0.75%	0.65%
# of hydrants in the City	3,272	3,312	3,342	3,277*	3,301	3,295
# of low flow hydrants in the City	122	117	110	107	95	104
Work Process Outputs						
System expansion and improvement						
Miles of transmission lines added	2.38	0.5	1.4	0.17	0.0	0.19
Miles of existing mains relayed	7.86	6.38	2.05	2.3	2.2	2.19

* Moved from a manual tracking system to a more comprehensive system - GIS

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City of Appleton
Wastewater Collection
Summary Budget to Actual Report
For the Twelve Months Ending December 31, 2013

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02/01/14
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Description	Year to Date Expense	Encumbered Amount	Total Expended and Encumbered	Full Year Amended Budget	Percent of Amended Budget
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Wastewater Collection Systems	769,492	0	769,492	928,277	82.9 %
Public Works Capital Improv.	1,580,278	0	1,580,278	2,050,930	77.1 %
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Total	2,349,770	0	2,349,770	2,979,207	78.9 %

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

Collection Systems		WASTEWATER UTILITY					Business Unit 5427	
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Significant 2013 Events:

Performance Data:

Criteria

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Benefit of inspection program						
# of defects identified from TV report	27	2	17	16	15	13
Compliance with regulation						
# of protruding taps identified	9	1	5	0	8	1
# of gross connections identified	121	121	94	52	90	70
Strategic Outcomes						
Reliability of system maintenance program						
# of trouble calls	54	28	38	39	40	49
# of system blockages removed	3	4	4	7	5	6
% of total system televised	11.1%	12.0%	10.7%	11.6%	11.00%	12.5%
Work Process Outputs						
Maintenance performed						
% of total system cleaned	57.8%	53.4%	40.3%	66.4%	45.0%	51.2%
# of spot repairs made	17	30	13	15	13	0*
Safeguarding health and safety						
# of protruding taps removed	10	1	4	0	5	0*

* Timing of contract pushes work into 2014.

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

Public Works Capital Improvements	WASTEWATER UTILITY	Business Unit 5431
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Significant 2013 Events:

Completed all sewer reconstruction projects on time and under budget.

Performance Data:

Criteria

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Reduction of wastewater treatment cost						
# of manholes-rehab/rebuilt	31	62	22	35	25	20
Distribution section rating from CMAR	B	A	A	A	A	A
# of laterals replaced	181	281	117	181	200	173
Strategic Outcomes						
Improvements to the sanitary sewer system						
Total miles of sanitary sewer	328	329	329	321*	321	321
% of total miles of sanitary sewer reconstruct	0.33%	0.92%	0.78%	0.55%	0.38%	0.38%
Work Process Outputs						
Restoration of sanitary sewers						
Miles of existing sanitary sewer reconstruct.	1.09	3.02	2.58	1.76	1.24	1.24
Expansion of sanitary sewer system						
Miles of new sanitary sewer added	1.25	0.43	0.00	0.00	0.38	0.22
Reduction of treatment costs						
# of seals installed (I & J)	99	86	67	59	100	91

* Moved from a manual tracking system to a more comprehensive system - GIS

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City of Appleton
Stormwater Utility
Summary Budget to Actual Report
For the Twelve Months Ending December 31, 2013

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02/01/14
12:49:12

Description	Year to Date Expense	Encumbered Amount	Total Expended and Encumbered	Full Year Amended Budget	Percent of Amended Budget
Stormwater Administration	5,021,461	394-	5,021,067	4,562,320	110.1 %
Facilities Maintenance	1,018,642	0	1,018,642	1,436,481	70.9 %
Leaf Collection	382,777	0	382,777	370,926	103.2 %
Capital Construction	6,988,556	2,900-	6,985,656	14,627,023	47.8 %
Total	13,411,436	3,294-	13,408,142	20,996,750	63.9 %

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

Administration		STORMWATER		Business Unit 5210	
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Significant 2013 Events:

Substantially completed the Bellaire Ravine Erosion Mitigation Project.
 Participated in Red Oak Ravine Project Phase 2 construction with the Town of Menasha to address erosion concerns in the ravine.
 Substantially completed construction of the Reid Golf Course Ponds and Channel Naturalization.

Performance Data:

Criteria	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Client Benefits/Impacts						
Economic development						
Master plans completed	3	2	0	5	3*	1***
Strategic Outcomes						
Alternative sources of revenue						
# of grants applied for	2	0	0	2	1	0
Value of grant dollars awarded or applied for future reimbursement	\$471,273	\$0	\$0	\$300,000	\$150,000	\$0
Safe, reliable future level of service						
Acre feet of storage identified for future use	2	0	0	25	30**	61****
# of DNR non-compliance notices received	0	0	0	1	0	0
Work Process Outputs						
Preventive maintenance of system						
Erosion control plans reviewed (permits)	62	54	51	50	75	30

* W. Wisconsin Part 3, Bellaire Ravine Area, Citywide SWMP

** Leona Street Pond

*** W. Wisc Pt 3 (Bellaire & SWMP delayed into 2014)

**** Leona St, Birchwood & Northland Ave Ponds

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

Facility Maintenance		STORMWATER		Business Unit 5220	
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Significant 2013 Events:

Performance Data:

Criteria

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Benefit of inspection program						
# of spot repairs identified from TV reports	23	1 *	20	15	15	17
Compliance with regulation						
# of protruding taps identified	6	41	12	12	10	15
# of cross connections identified	1	2	0	0	0	0
Strategic Outcomes						
Effectiveness of maintenance program						
# of trouble calls	3	0	9	15	20	24
% of total system televised	10%	10.1%	9.5%	9.7%	12%	9.6%
Work Process Outputs						
Preventive maintenance						
Cubic yards of material collected from street sweeping operations	3,367	3,130	2,995	3,884	3,500	4,124
% of total storm sewer system cleaned	10.4%	15.6%	14.1%	13.3%	24.0%	12.8%
Safeguarding health and safety						
# of protruding taps removed	20	26	15	10	10	0
# of spot repairs made	27	22	5	15	15	0

* Work done late 2009; increased the 2009 totals

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

Leaf Collection	STORMWATER	Business Unit 5225
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Significant 2013 Events:

Cost per yard is up due to hauling leaves to the old NE Asphalt Quarry instead of being picked up by others (landscapers, etc).
 Cost per yard is up due to overhead cost staying the same but divided by fewer yards of leaves.
 Total yards collected was down due to the storms that knocked down leaves, branches and hundreds of trees.

Performance Data:

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Service provided						
Number of collection cycles	4	4	5	4	3	4
Strategic Outcomes						
Cost effective service provided						
Cost/cubic yard collected	\$8.78	\$8.89	\$8.86	\$8.10	\$8.00	\$12.71
Work Process Outputs						
Safer streets and cleaner storm water system						
Cubic yards of leaves collected	39,770	38,055	30,960	41,180	35,000	25,510

**DEPARTMENT OF PUBLIC WORKS
YEAR END REVIEW**

All figures through December 31, 2013

STORMWATER

Capital Construction

Business Unit 5230

Significant 2013 Events:

Performance Data:

Criteria

Client Benefits/Impacts	Actual 2009	Actual 2010	Actual 2011	Actual 2012	Target 2013	Actual 2013
Solutions to system discrepancies						
Residential mini-sewer/drainage complaints						
Solved	130	115	92	115	100	99
Outstanding	385	440	456	400	400	360
Strategic Outcomes						
Improvements to the stormwater system						
Total miles of storm sewer in the city	283	284	286	278.17 **	285	282
% of total miles reconstructed	0.35%	0.36%	0.19%	0.37%	0.21%	0.23%
Acres of new land available	0	0	0	56	0	0
Integrity and growth of the system						
Acres feet of storage developed	20.0	45.0	37.0 *	0.0	35.0	35.0***
Work Process Outputs						
Restoration of storm sewers						
Miles of storm sewer reconstructed	1.00	1.02	0.53	1.02	0.60	0.66
Expansion of storm sewer system						
Miles of new storm sewer added	0.08	0.77	1.72	0.052	0.38	0.66

* Memorial Park South

** Moved from a manual tracking system to a more comprehensive system - GIS

***Reid Golf Course Ponds