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TEACHERA  
MIDYER WTD

City of Appleton  
Water Distribution  
Summary Budget to Actual Report  
For the Six Months Ending June 30, 2014

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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	209,453	0	209,453	595,930	35.1 %
Customer Service	118,779	90	118,869	110,626	107.5 %
Distribution Ops. & Maint.	622,488	74	622,562	1,214,824	51.2 %
Distribution Capital	1,190,814	360,616	1,551,430	4,851,529	32.0 %
Total	2,141,534	360,780	2,502,314	6,772,909	36.9 %

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Distribution Administration</b>	<b>WATER UTILITY</b>	<b>Business Unit 5351</b>
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**Significant 2014 Events:**

- Started mailing letters for water meter replacement appointment requests in June
- Cross Connection Prevention Policy approved by Council

**Performance Data:**

Client Benefits/Impacts	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
Efficient customer service						
# of certified mail requests sent	459	276	135	18	0**	0
# of telephone requests for service	6,904 *	5,638	4,164	1,086	7,500	613
<b>Strategic Outcomes</b>						
Consistent and current information						
Policies reviewed/updated	1	0	0	1	1	1
Turnover ratio of inventory - Annual	0.60	0.87	0.76	0.65	0.80	n/a
<b>Work Process Outputs</b>						
Reporting & recording keeping						
# of reports generated for PSC	1	1	1	1	1	0

\* 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  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Customer Service</b>		<b>Business Unit 5352</b>
<b>WATER UTILITY</b>		

**Significant 2014 Events:**

- Successfully integrated the new water meter software with the existing billing system
- Trained staff on the new water meter software and began utilizing new system for consumption history reports, alerts, and tamper alarms
- Began full water meter installation project in June

**Performance Data:**

<b>Client Benefits/Impacts</b>	<b>Actual 2010</b>	<b>Actual 2011</b>	<b>Actual 2012</b>	<b>Actual 2013</b>	<b>Target 2014</b>	<b>YTD</b>
Reliable, accurate water usage						
# of large meters replaced	36	2	1	0	0	0
# of meters tested	2,908	1,584	1,293	428	7,000	1,368
# of defective meters replaced	133	115	45	36	300	3
# of meters in service	26,850	26,990	27,160	27,383	27,450	27,397
<b>Strategic Outcomes</b>						
Implementation of system upgrade						
# of trace batteries replaced	2,754	1,272	802	122	0	0
# of new meters replaced	New measure				7,000	1,368
<b>Work Process Output</b>						
Service provided						
# of service calls	1,225	1,128	1,247	1,472	1,200	1,073
System growth						
# of new services installed	140	55	177	233	200	14

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>WATER UTILITY</b>	
<b>Distribution Operations and Maintenance</b>	<b>Business Unit 5353</b>

**Significant 2014 Events:**

- Experienced record setting cold temperatures during the beginning of the year which resulted in a large number of water main breaks and frozen water services
- This year we are replacing any lead services due to significant workload with meter installation and catching up on projects delayed from 2013 storms.

**Performance Data:**

Client Benefits/Impacts	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
Reliable source at adequate pressure						
Hydrants						
Replaced/Upgrade	6	16	6	4	5	2
% of hydrants flushed	100%	100%	100%	100%	100%	100%
Water loss reported	11%	2.5%	11.2%	8.5%	10%	15.4%
<b>Strategic Outcomes</b>						
Reliability of the system						
# of water main breaks	62	99	83	87	85	96
<b>Work Process Outputs</b>						
Preventive maintenance						
# of services replaced	20	5	36	24	25	0
# of valves exercised	1,072	1,152	1,010	869	1,000	0
# of valves replaced	2	4	5	4	5	6
# of curb boxes repaired	414	599	331	202	300	120
# of joint leaks fixed	4	6	5	4	5	1
# of service leaks fixed	13	4	4	3	20	2

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Distribution Capital Improvements</b>		<b>WATER UTILITY</b>	<b>Business Unit 5370</b>
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Significant 2014 Events:

Performance Data:

Client Benefits/Impacts	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
Reliable and adequate service						
% of reconstructed streets with relay	100.0%	100.0%	100.0%	100.0%	100%	10.0%
% increase of fire flow capacity	10% - 140%	21% - 493%	0% - 175%	0% - 45%	0% - 200%	0% - 200%
# of low flow hydrants eliminated	5	7	3	3	5	0
<b>Strategic Outcomes</b>						
System size						
Miles of mains	361	363	374 *	375	375	378
% of total miles of mains reconstructed	1.77%	0.56%	0.63%	0.65%	0.79%	0.34%
# of hydrants in the City	3,312	3,342	3,277*	3,295	3,298	3,299
# of low flow hydrants in the City	117	110	107	104	90	90
<b>Work Process Outputs</b>						
System expansion and improvement						
Miles of transmission lines added	0.5	1.4	0.17	0.19	0.8	0.00
Miles of existing mains relayed	6.38	2.05	2.3	2.19	2.98	0.09

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

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MIDYER WWC

City of Appleton  
Wastewater Collection  
Summary Budget to Actual Report  
For the Six Months Ending June 30, 2014

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Description	Year to Date Expense	Encumbered Amount	Total Expended and Encumbered	Full Year Amended Budget	Percent of Amended Budget
Wastewater Collection Systems	229,628	900	230,528	970,064	23.8 %
Public Works Capital Improv.	169,013	0	169,013	2,805,565	6.0 %
Total	398,641	900	399,541	3,775,629	10.6 %

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>WASTEWATER UTILITY</b>	
<b>Collection Systems</b>	<b>Business Unit 5427</b>

**Significant 2014 Events:**

**Performance Data:**

<b>Client Benefits/Impacts</b>	<b>Actual 2010</b>	<b>Actual 2011</b>	<b>Actual 2012</b>	<b>Actual 2013</b>	<b>Target 2014</b>	<b>YTD</b>
Benefit of inspection program						
# of defects identified from TV report	2	17	16	13	17	13
Compliance with regulation						
# of protruding taps identified	1	5	0	1	8	4
# of cross connections identified	121	94	52	70	80	35
<b>Strategic Outcomes</b>						
Reliability of system maintenance program						
# of trouble calls	28	38	39	49	40	31
# of system blockages removed	4	4	7	6	6	6
% of total system televised	12.0%	10.7%	11.6%	12.5%	11.00%	3.3%
<b>Work Process Outputs</b>						
Maintenance performed						
% of total system cleaned	53.4%	40.3%	66.4%	51.2%	50.0%	15.7%
# of spot repairs made	30	13	15	0*	13	13
Safeguarding health and safety						
# of protruding taps removed	1	4	0	0*	5	4

\* Timing of contract pushes work into 2014.

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Public Works Capital Improvements</b>		<b>WASTEWATER UTILITY</b>		<b>Business Unit 5431</b>	
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Significant 2014 Events:

Performance Data:

Client Benefits/Impacts	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
Reduction of wastewater treatment cost						
# of manholes-rehab/rebuilt	62	22	35	20	25	9
Distribution section rating from CMAR	A	A	A	A	A	A
# of laterals replaced	281	117	181	173	200	15
<b>Strategic Outcomes</b>						
Improvements to the sanitary sewer system						
Total miles of sanitary sewer	329	329	321*	321	321	322
% of total miles of sanitary sewer reconstruct	0.92%	0.78%	0.55%	0.38%	0.70%	0.10%
<b>Work Process Outputs</b>						
Restoration of sanitary sewers						
Miles of existing sanitary sewer reconstruct.	3.02	2.58	1.76	1.24	2.24	0.33
Expansion of sanitary sewer system						
Miles of new sanitary sewer added	0.43	0.00	0.00	0.22	0.00	0.00
Reduction of treatment costs						
# of seals installed (I & I)	86	67	59	91	100	20

\* 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 Six Months Ending June 30, 2014

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16:37:56

Description	Year to Date Expense	Encumbered Amount	Total Expended and Encumbered	Full Year Amended Budget	Percent of Amended Budget
Stormwater Administration	2,366,116	1,035	2,367,151	5,225,840	45.3 %
Facilities Maintenance	513,898	900	514,798	1,536,181	33.5 %
Leaf Collection	98,687	0	98,687	391,711	25.2 %
Capital Construction	1,926,213	0	1,926,213	11,716,836	16.4 %
Total	4,904,914	1,935	4,906,849	18,870,568	26.0 %

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Administration</b>		<b>Business Unit 5210</b>	
<b>STORMWATER</b>			

Significant 2014 Events:

Performance Data:

	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
<b>Client Benefits/Impacts</b>						
Economic development						
Master plans completed	2	0	5	1**	1	1*
<b>Strategic Outcomes</b>						
Alternative sources of revenue						
# of grants applied for	0	0	2	0	0	0
Value of grant dollars awarded or applied for future reimbursement	\$0	\$0	\$300,000	\$0	\$0	\$0
Safe, reliable future level of service						
Acres of storage identified for future use	0	0	25	61***	20	0
# of DNR non-compliance notices received	0	0	1	0	0	0
<b>Work Process Outputs</b>						
Preventive maintenance of system						
Erosion control plans reviewed (permits)	54	51	50	30	30	10

\* Bellaire study (SWAP in August)

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

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

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Facility Maintenance</b>		<b>STORMWATER</b>		<b>Business Unit 5220</b>	
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Significant 2014 Events:

Performance Data:

Client Benefits/Impacts	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
Benefit of inspection program						
# of spot repairs identified from TV reports	1 *	20	15	17	15	0
Compliance with regulation						
# of protruding taps identified	41	12	12	15	10	3
# of cross connections identified	2	0	0	0	0	0
<b>Strategic Outcomes</b>						
Effectiveness of maintenance program						
# of trouble calls	0	9	15	24	20	0
% of total system televised	10.1%	9.5%	9.7%	9.6%	10%	2.7%
<b>Work Process Outputs</b>						
Preventive maintenance						
Cubic yards of material collected from street sweeping operations	3,130	2,995	3,884	4,124	3,500	1,792
% of total storm sewer system cleaned	15.6%	14.1%	13.3%	12.8%	20.0%	3.2%
Safeguarding health and safety						
# of protruding taps removed	26	15	10	0	10	15
# of spot repairs made	22	5	15	0	15	18

\* Work done late 2009; increased the 2009 totals

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Leaf Collection</b>	<b>STORMWATER</b>	<b>Business Unit 5225</b>
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**Significant 2014 Events:**

- Anticipated increase in cost/cubic yard is a result of the DNR required changes to the leaf disposal operations. Leaves can no longer be hauled the former Northeast Asphalt Quarry for disposal and instead will need to be composted or land applied on farm fields. Leaves will need to be ground up, hauled to farm fields and spread on the fields so they can be tilled into the soil as a soil conditioner.

**Performance Data:**

Client Benefits/Impacts	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
Service provided						
Number of collection cycles	4	5	4	4	3	0
<b>Strategic Outcomes</b>						
Cost effective service provided						
Cost/cubic yard collected	\$8.89	\$8.86	\$8.10	\$12.71	\$8.45	\$0.00
<b>Work Process Outputs</b>						
Safer streets and cleaner storm water system						
Cubic yards of leaves collected	38,055	30,960	41,180	25,510	35,000	0

**DEPARTMENT OF PUBLIC WORKS  
MID-YEAR REVIEW**

All figures through June 30, 2014

<b>Capital Construction</b>		<b>STORMWATER</b>		<b>Business Unit 5230</b>	
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Significant 2014 Events:

Performance Data:

Client Benefits/Impacts	Actual 2010	Actual 2011	Actual 2012	Actual 2013	Target 2014	YTD
<b>Solutions to system discrepancies</b>						
Residential mini-sewer/drainage complaints						
Solved	115	92	115	99	100	0
Outstanding	440	456	400	360	400	400
<b>Strategic Outcomes</b>						
<b>Improvements to the stormwater system</b>						
Total miles of storm sewer in the city	284	286	278.17 **	282	279	290
% of total miles reconstructed	0.36%	0.19%	0.37%	0.23%	1.02%	0.01%
Acres of new land available	0	0	56	0	0	0
<b>Integrity and growth of the system</b>						
Acres feet of storage developed	45.0	37.0 *	0.0	35.0***	10.0	0.0
<b>Work Process Outputs</b>						
<b>Restoration of storm sewers</b>						
Miles of storm sewer reconstructed	1.02	0.53	1.02	0.66	2.90	0.05
<b>Expansion of storm sewer system</b>						
Miles of new storm sewer added	0.77	1.72	0.052	0.66	0.00	0

\* Memorial Park South

\*\*\*Reid Golf Course Ponds

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