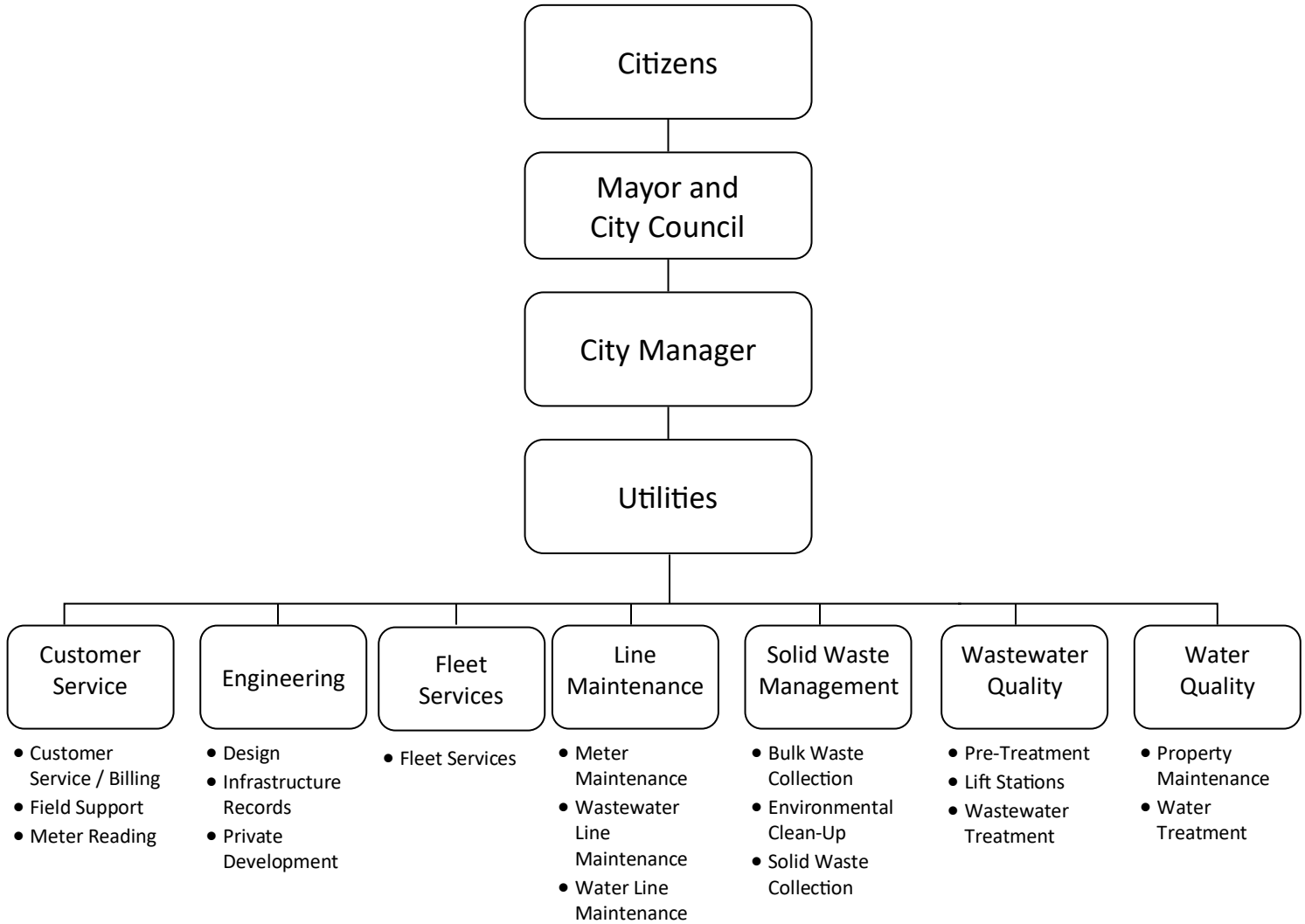


Utilities



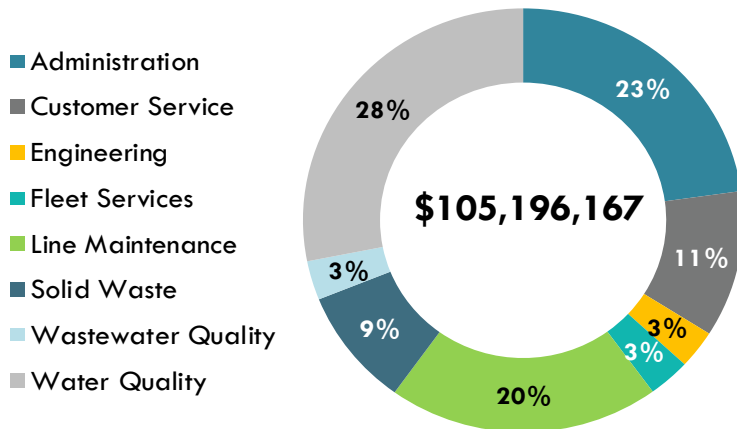
| Director | Budget | Positions |
|----------------|---------------|-----------|
| Chris Browning | \$105,196,167 | 787 |

DEPARTMENT INTRODUCTION

MISSION STATEMENT

The mission of the Utilities Department is to provide water, wastewater, and solid waste services to metro area residents, businesses, and other communities so they can enjoy public health protection through safe drinking water and environmentally safe waste disposal.

DEPARTMENT BUDGET



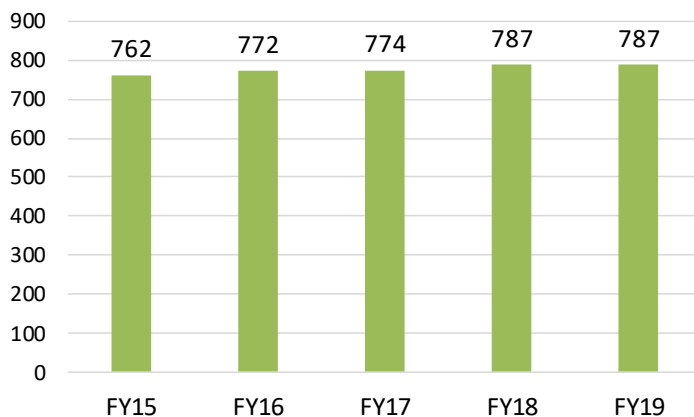
Department Facts

- The Utilities Department operates on rate-payer funds, that is money received when utility bills are paid.
- Over 8,300 tons of waste was diverted from landfills in FY17.
- Over 190,000 recycling carts are being delivered to residents this year as part of the single stream recycling program.

DEPARTMENT OVERVIEW

The Utilities Department has a total budget of \$105,196,167, which is an increase of 0.58%. There are 787 positions authorized in the FY19 budget, the same level as FY18. However, several positions were deleted and new positions were added to the budget to meet the growing demands of the department and provide increased efficiency.

POSITION HISTORY



To review performance information, please see the attached supplemental performance report or visit our website: www.okc.gov/performance

DEPARTMENT INTRODUCTION

| Utilities Department Major Budget Changes | Amount | Positions |
|---|---------------|-----------|
| 1. Changes in personnel related costs such as salaries, merit, retirement, health insurance, and other benefits | \$2,356,465 | - |
| 2. Adds funding to the Fleet Services program to improve operations and meet the fleet maintenance demands of the department | \$557,797 | - |
| 3. Deletes a Pipeline Mechanic and two Utility Worker I's, and reduces funding from the Water Line Maintenance program as part of the outsourcing of property restoration services | (\$242,581) | (3.00) |
| 4. Adds two Water Service Representatives to the Water Line Maintenance and Wastewater Line Maintenance programs to address growing demands for utility line locates | \$107,886 | 2.00 |
| 5. Adds a Water Service Representative to the Water Treatment program to address growing service demands | \$53,943 | 1.00 |
| 6. Increases funding for dirt disposal in the Water Line Maintenance and Wastewater Line Maintenance programs to address increased costs | \$126,000 | - |
| 7. Deletes funding for fuel expenditures from the Water, Wastewater, and Solid Waste cash funds; fuel costs will be centralized in the Oklahoma City Water Utilities Trust and Oklahoma City Environmental Assistance Trust | (\$1,564,405) | - |



EXPENDITURES

| Summary of Expenditures by Purpose | FY17 Actual | FY18 Adopted Budget | FY19 Proposed Budget | Percent Change |
|------------------------------------|----------------------------|-----------------------------|-----------------------------|----------------|
| Operating Expenditures | | | | |
| Administration | \$19,026,101 | \$22,428,457 | \$23,979,977 | 6.92% |
| Customer Service | 11,742,882 | 11,653,983 | 11,764,306 | 0.95% |
| Engineering | 2,521,683 | 3,119,523 | 3,065,383 | -1.74% |
| Fleet Services | 3,350,445 | 3,496,414 | 3,247,876 | -7.11% |
| Line Maintenance | 18,100,818 | 21,042,991 | 20,978,321 | -0.31% |
| Solid Waste | 8,230,808 | 9,773,683 | 9,459,383 | -3.22% |
| Wastewater Quality | 2,819,766 | 3,103,113 | 3,137,942 | 1.12% |
| Water Quality | 24,579,254 | 29,976,359 | 29,562,979 | -1.38% |
| Total Operating Expenditure | <u>\$90,371,757</u> | <u>\$104,594,523</u> | <u>\$105,196,167</u> | 0.58% |
| Department Total | <u>\$90,371,757</u> | <u>\$104,594,523</u> | <u>\$105,196,167</u> | 0.58% |

| Summary of Expenditures by Funding Source | FY17 Actual | FY18 Adopted Budget | FY19 Proposed Budget | Percent Change |
|---|----------------------------|-----------------------------|-----------------------------|----------------|
| Wastewater Fund | \$26,382,061 | \$29,842,066 | \$30,587,453 | 2.50% |
| Water Fund | 54,140,597 | 63,438,734 | 63,659,405 | 0.35% |
| Solid Waste Mgmt Fund | 9,849,099 | 11,313,723 | 10,949,309 | -3.22% |
| Total All Funds | <u>\$90,371,757</u> | <u>\$104,594,523</u> | <u>\$105,196,167</u> | 0.58% |

POSITIONS

| Summary of Positions by Purpose | FY17 Actual | FY18 Adopted Budget | FY19 Proposed Budget | Percent Change |
|------------------------------------|----------------|------------------------|-------------------------|-------------------|
| Administration | 43.00 | 48.00 | 73.00 | 52.08% |
| Customer Service | 169.00 | 154.00 | 151.00 | -1.95% |
| Engineering | 30.00 | 33.00 | 31.00 | -6.06% |
| Fleet Services | 23.00 | 25.00 | 24.00 | -4.00% |
| Line Maintenance | 233.00 | 248.00 | 235.00 | -5.24% |
| Solid Waste | 111.00 | 111.00 | 110.00 | -0.90% |
| Wastewater Quality | 25.50 | 27.50 | 27.50 | 0.00% |
| Water Quality | 139.50 | 140.50 | 135.50 | -3.56% |
| Department Total | 774.00 | 787.00 | 787.00 | 0.00% |

| Summary of Positions by Funding Source | FY17 Actual | FY18 Adopted Budget | FY19 Proposed Budget | Percent Change |
|---|----------------|------------------------|-------------------------|-------------------|
| Wastewater Fund | 276.75 | 277.25 | 279.05 | 0.65% |
| Water Fund | 386.25 | 398.75 | 397.95 | -0.20% |
| Solid Waste Mgmt Fund | 111.00 | 111.00 | 110.00 | -0.90% |
| Department Total | 774.00 | 787.00 | 787.00 | 0.00% |

UTILITIES LINES OF BUSINESS

ADMINISTRATION

- **The Administration Program** provides planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

Administration Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|---------------------|-------------------|---------------------|--------------------|---------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Administration | 43.00 | \$19,026,101 | 48.00 | \$22,428,457 | 73.00 | \$23,979,977 |
| Line of Business Total | 43.00 | \$19,026,101 | 48.00 | \$22,428,457 | 73.00 | \$23,979,977 |

CUSTOMER SERVICE

- **The Customer Service/Billing Program** provides account, billing, and customer issue resolution services to Utility customers so they can receive correct account information, accurate billing, and prompt issue resolution.
- **The Field Support Program** provides water service response, inspection, and enforcement services to metro area residents, businesses, other communities, as well as internal customers so they can receive a prompt and accurate resolution of water billing discrepancies and customer requests.
- **The Meter Reading Program** provides water reading services to metro area residents, businesses, and other communities so they can receive timely, accurate measurements of their water use.

Customer Service Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|---------------------|-------------------|---------------------|--------------------|---------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Customer Service/Billing | 68.18 | \$4,795,122 | 83.18 | \$6,589,422 | 81.52 | \$6,828,718 |
| Field Support | 33.91 | 2,713,847 | 33.91 | 2,580,420 | 35.24 | 2,724,314 |
| Meter Reading | 66.91 | 4,233,913 | 36.91 | 2,484,141 | 34.24 | 2,211,274 |
| Line of Business Total | 169.00 | \$11,742,883 | 154.00 | \$11,653,983 | 151.00 | \$11,764,306 |

ENGINEERING

- **The Design Program** provides water and wastewater improvement design, review, and project management services to individuals, businesses, and communities so they can have funded capital improvement projects completed in a timely manner.
- **The Infrastructure Records Program** provides water and wastewater information and record services to individuals, contractors, developers, consultants, City departments, and other governmental agencies, so they can receive the requested information in a timely manner.
- **The Private Development Program** provides water and wastewater plan review services to developers and citizens so they can receive timely information to most effectively implement private improvements to the utility system.

Engineering Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|--------------------|-------------------|--------------------|--------------------|--------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Design | 17.22 | \$1,547,957 | 19.22 | \$1,946,468 | 18.32 | \$1,958,286 |
| Infrastructure Records | 4.34 | 338,010 | 4.34 | 347,773 | 4.34 | 381,765 |
| Private Development | 8.44 | 635,716 | 9.44 | 825,282 | 8.34 | 725,332 |
| Line of Business Total | 30.00 | \$2,521,683 | 33.00 | \$3,119,523 | 31.00 | \$3,065,383 |

FLEET SERVICES

- **The Fleet Services Program** provides fleet services for Utilities Department employees, so they have safe and reliable vehicles and equipment.

Fleet Services Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|--------------------|-------------------|--------------------|--------------------|--------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Fleet Services | 23.00 | \$3,350,445 | 25.00 | \$3,496,414 | 24.00 | \$3,247,876 |
| Line of Business Total | 23.00 | \$3,350,445 | 25.00 | \$3,496,414 | 24.00 | \$3,247,876 |

LINE MAINTENANCE

- **The Meter Maintenance Program** provides water meter maintenance services for accurate meter reading and safe operations.
- **The Wastewater Line Maintenance Program** provides sanitary sewer line operation and maintenance services to Utility customers so they can have uninterrupted sanitary sewer service.
- **The Water Line Maintenance Program** provides operations and maintenance to the distribution system for Utility customers so they have water with minimal disruption in service.

Line Maintenance Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|---------------------|-------------------|---------------------|--------------------|---------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Meter Maintenance | 0.00 | \$0 | 32.00 | \$2,674,269 | 32.00 | \$2,833,148 |
| Wastewater Line Maintenance | 123.50 | 8,651,244 | 108.50 | 9,512,940 | 101.50 | 9,404,290 |
| Water Line Maintenance | 109.50 | 9,449,574 | 107.50 | 8,855,782 | 101.50 | 8,740,883 |
| Line of Business Total | 233.00 | \$18,100,818 | 248.00 | \$21,042,991 | 235.00 | \$20,978,321 |



SOLID WASTE

- **The Bulk Waste Collection Program** provides bulk solid waste removal services to Oklahoma City residents so they can have their bulk waste disposed of in a satisfactory manner.
- **The Environmental Clean-Up Program** provides litter removal, illegal dumping removal, and environmental clean-up services to Oklahoma City residents and visitors so they can enjoy a clean, healthy environment.
- **The Solid Waste Collection Program** provides solid waste removal, transport and disposal services to Oklahoma City residents and businesses so they can have their refuse collected and disposed of in a satisfactory and environmentally safe manner on a weekly basis.

Solid Waste Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|--------------------|-------------------|--------------------|--------------------|--------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Bulk Waste Collection | 34.00 | \$2,219,447 | 33.50 | \$2,499,769 | 33.50 | \$2,288,778 |
| Environmental Clean-Up | 9.00 | 596,707 | 10.50 | 695,481 | 8.50 | 595,613 |
| Solid Waste Collection | 68.00 | 5,414,654 | 67.00 | 6,578,433 | 68.00 | 6,574,992 |
| Line of Business Total | 111.00 | \$8,230,808 | 111.00 | \$9,773,683 | 110.00 | \$9,459,383 |



WASTEWATER QUALITY

- **The Lift Station Program** provides properly operating and maintained wastewater lift stations to ensure system reliability.
- **The Pre-Treatment Program** provides permitting, monitoring, and information services to commercial and industrial users so they can discharge their treated waste into the sanitary sewer system in an environmentally safe manner.
- **The Wastewater Treatment Program** provides contract monitoring for outsourced treatment plant operations and biosolids disposal services provided to Oklahoma City residents, businesses and other communities so they can have environmentally safe wastewater disposal.

Wastewater Quality Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|--------------------|-------------------|--------------------|--------------------|--------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Lift Station | 14.50 | 1,351,999 | 14.50 | 1,550,096 | 14.50 | 1,526,722 |
| Pre-treatment | 7.00 | \$832,051 | 8.00 | \$895,044 | 8.00 | \$990,513 |
| Wastewater Treatment | 4.00 | 635,715 | 5.00 | 657,973 | 5.00 | 620,707 |
| Line of Business Total | 25.50 | \$2,819,766 | 27.50 | \$3,103,113 | 27.50 | \$3,137,942 |



WATER QUALITY

- **The Property Maintenance Program** provides lake property and facility maintenance services to City treatment plants and property users so they receive timely responses to their maintenance requests.
- **The Water Treatment Program** provides potable water services to customers so they can receive a safe, continuous supply of water.

Water Quality Positions and Budget

| Program | FY17 | | FY18 | | FY19 | |
|-------------------------------|-------------------|---------------------|-------------------|---------------------|--------------------|---------------------|
| | Adopted Positions | Actual Expenses | Adopted Positions | Adopted Budget | Proposed Positions | Proposed Budget |
| Property Maintenance | 51.00 | \$4,186,342 | 49.00 | \$4,324,873 | 45.00 | \$4,196,530 |
| Water Treatment | 88.50 | 20,392,912 | 91.50 | 25,651,486 | 90.50 | 25,366,449 |
| Line of Business Total | 139.50 | \$24,579,254 | 140.50 | \$29,976,359 | 135.50 | \$29,562,979 |





The City of
OKLAHOMA CITY