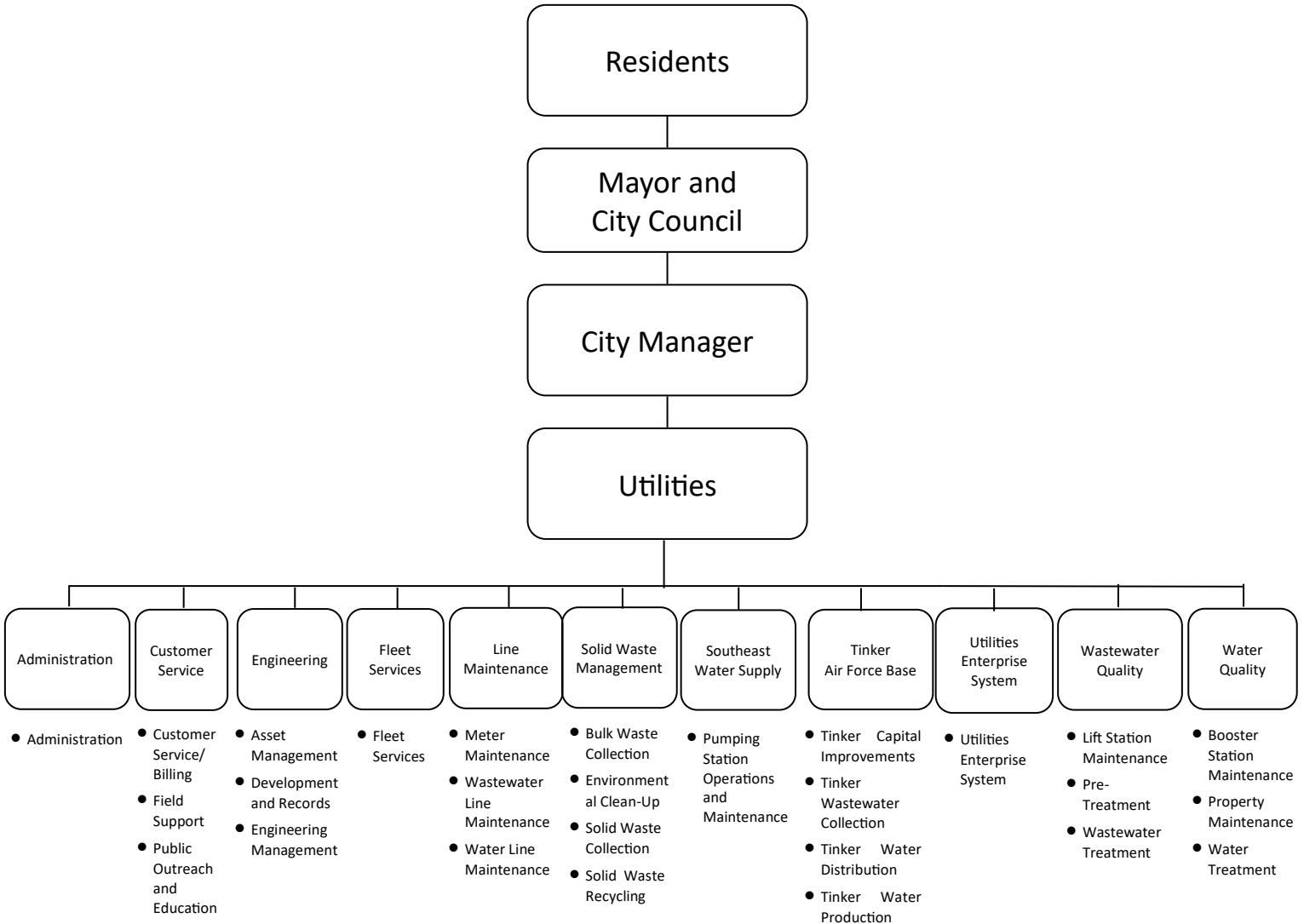


Utilities



Director	Budget	Positions
Chris Browning	\$108,825,141	825

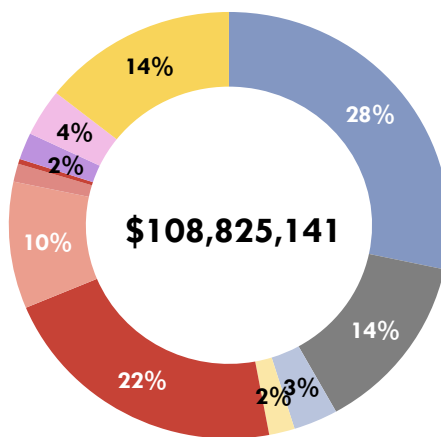
DEPARTMENT INTRODUCTION

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

- Administration
- Customer Service
- Engineering
- Fleet Services
- Line Maintenance
- Solid Waste Management
- Southeast Water Supply
- Tinker Air Force Base
- Utilities Enterprise System*
- Wastewater Quality
- Water Quality



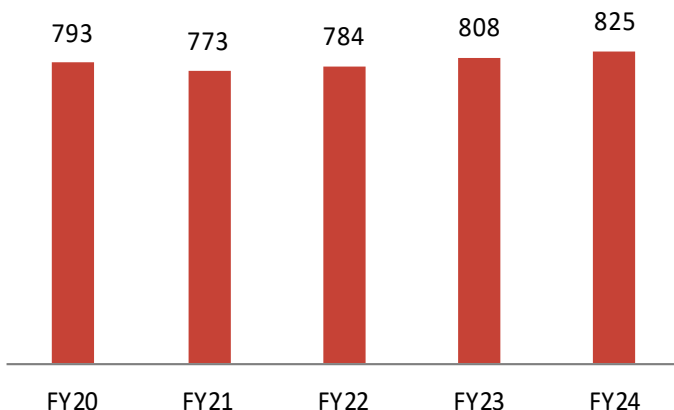
Department Facts

- The Utilities Department operates on rate-payer funds, that is money received when utility bills are paid.
- The Utilities Department serves 1.4 million people.
- Pumped 35.6 billion gallons of water and treated 22.2 billion gallons of wastewater.
- Sold 2.4 billion gallons of reuse water.
- Recycling program diverted 16,703 tons of waste from landfills in FY22.

DEPARTMENT OVERVIEW

The Utilities Department has a total budget of \$108,825,141, which is an decrease of 16.22%. There are 825 positions authorized in the FY24 budget, an increase of 17 positions over the FY23 budget.

POSITION HISTORY



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

MAJOR BUDGET CHANGES

Utilities Department Major Budget Changes	Amount	Positions
1. Changes in personnel related costs such as salaries, merit, retirement, health insurance, and other benefits	\$2,193,779	
2. Decreases the electricity and chemical budgets and centralizes them in the Trust to allow the Trust to respond quickly to changes	(\$16,654,141)	
3. Decreases salary reserve due to the amount of salary savings the department has from the amount of vacancies they have	(\$2,960,428)	
4. Decreases the Fleet Services city budget and moves the funding to centralize the budget in the Trust	(\$627,550)	
5. Increases funding to the services and supplies budget due to price increases due to inflation	\$1,053,500	
6. Increases funding to comply with the Utilities' Uniform and Safety Boot Provision Procedures and to ensure equity among all	\$417,690	
7. Adds three Plant Operator III's to the Water Treatment Program to help with daily water treatment processes and flow management	\$221,478	3.0
8. Adds two Water Service Technicians and one Database Technician to the Water Line Maintenance Program to help with line locating	\$175,089	3.0
9. Adds two Collection/Distribution Crew Supervisors to the Meter Maintenance Program to help with the Automated Meter Reading implementation	\$142,210	2.0
10. Adds two Environmental Technicians to the Wastewater Pretreatment Program to help with the enforcement tasks from	\$136,992	2.0
11. Adds a Civil Engineer IV to the Tinker Water Distribution Program to help manage the Military Construction Program at the Tinker Air Force Base	\$114,233	1.0
12. Adds a System Analyst I to the Administration Program to help manage and support the Utilities Learning Management System	\$89,499	1.0
13. Adds an Engineering Assistant II to the Development and Records Program to help meet the increase residential plan reviews	\$82,774	1.0
14. Adds an Engineering Assistant II to the Engineering Management Program to help with the increase in administrative workload	\$82,774	1.0
15. Adds an Administrative Specialist to the Utilities Enterprise Program to help with annual technology operating and capital	\$79,604	1.0
16. Adds an Administrative Coordinator to the Administration Program to help with human resources administrative tasks	\$68,496	1.0
17. Adds a Administrative Coordinator to the Administration Program to help with the increase in accounts payable activity	\$68,496	1.0

EXPENDITURES

Summary of Expenditures by Purpose	FY22 Actual	FY23 Adopted Budget	FY24 Adopted Budget	Percent Change
Operating Expenditures				
Administration	\$22,163,371	\$25,528,656	\$30,816,081	20.71%
Customer Service	11,305,307	14,235,431	14,795,012	3.93%
Engineering	2,572,086	3,183,828	3,553,742	11.62%
Fleet Services	2,322,190	2,653,582	2,054,662	-22.57%
Line Maintenance	20,187,534	22,606,627	23,523,731	4.06%
Solid Waste Management	8,659,221	9,857,511	10,448,247	5.99%
Southeast Water Supply	764,578	1,317,069	1,491,541	13.25%
Tinker Air Force Base	96,392	269,718	411,016	52.39%
Utilities Enterprise System*	0	1,962,221	2,217,419	13.01%
Wastewater Quality	2,916,062	3,729,027	3,894,570	4.44%
Water Quality	28,357,087	44,545,861	15,619,120	-64.94%
Total Operating Expenditure	\$99,343,828	\$129,889,531	\$108,825,141	-16.22%
Department Total	\$99,343,828	\$129,889,531	\$108,825,141	-16.22%

*Added during the FY23 budget development process

Summary of Expenditures by Funding Source	FY22 Actual	FY23 Adopted Budget	FY24 Adopted Budget	Percent Change
Utilities - Solid Waste Fund	\$11,064,811	\$11,692,733	\$13,524,165	15.66%
Utilities - Wastewater Fund	29,180,615	33,292,208	37,168,932	11.64%
Utilities - Water Fund	59,098,402	84,904,590	58,132,044	-31.53%
Total All Funds	\$99,343,828	\$129,889,531	\$108,825,141	-16.22%



POSITIONS

Summary of Positions by Purpose	FY22 Actual	FY23 Adopted Budget	FY24 Adopted Budget	Percent Change
Administration	70.00	56.00	59.00	5.36%
Customer Service	158.00	170.00	170.00	0.00%
Engineering	27.00	28.00	30.00	7.14%
Fleet Services	22.00	22.00	22.00	0.00%
Line Maintenance	226.00	226.00	231.00	2.21%
Solid Waste Management	107.00	110.00	110.00	0.00%
Southeast Water Supply	9.00	9.00	9.00	0.00%
Tinker Air Force Base	3.00	3.00	4.00	33.33%
Utilities Enterprise System*	0.00	19.00	20.00	5.26%
Wastewater Quality	30.50	32.50	34.50	6.15%
Water Quality	131.50	132.50	135.50	2.26%
Department Total	784.00	808.00	825.00	2.10%

*Added during the FY23 budget development process

Summary of Positions by Funding Source	FY22 Actual	FY23 Adopted Budget	FY24 Adopted Budget	Percent Change
Utilities - Solid Waste Fund	107.00	110.42	110.00	-0.38%
Utilities - Wastewater Fund	266.95	277.66	286.00	3.00%
Utilities - Water Fund	410.05	419.92	429.00	2.16%
Department Total	784.00	808.00	825.00	2.10%



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	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Administration	70.00	\$22,163,371	56.00	\$25,528,656	59.00	\$30,816,081
Line of Business Total	70.00	\$22,163,371	56.00	\$25,528,656	59.00	\$30,816,081

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 meter reading, 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 Public Outreach and Education Program** provides consistent and timely internal and external communication to customers so they can more effectively access utility services.

Customer Service Positions and Budget

Program	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Customer Service/Billing	85.52	\$5,905,538	90.02	\$7,661,991	90.02	\$7,931,421
Field Support	72.48	5,394,765	74.98	6,047,389	74.98	6,345,800
Public Outreach and Education*	0.00	5,004	5.00	526,051	5.00	517,791
Line of Business Total	158.00	\$11,305,307	170.00	\$14,235,431	170.00	\$14,795,012

*Added during the FY22 Strategic Business Plan update process

ENGINEERING

- **The Asset Management Program** provides management the most cost effective and efficient manner to maintain the Utilities infrastructure, so ratepayers can maintain low rates.
- **The Development and Records Program** provides water and wastewater plan review, information requests, and record services to the public so they can effectively and timely implement private improvements to the utility system.
- **The Engineering Management Program** provides water and wastewater improvement design oversight, review, and project management services to individuals, businesses, and communities so they can have funded capital improvement projects completed in a timely manner.

Engineering Positions and Budget

Program	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Asset Management*	0.00	\$2,990	4.00	\$473,248	4.00	\$504,002
Development and Records**	0.00	8,354	12.50	1,079,528	13.50	1,299,206
Engineering Management	13.50	1,422,176	11.50	1,631,052	12.50	1,750,534
Infrastructure Records	0.00	64,853	0.00	0	0.00	0
Private Development	13.50	1,073,713	0.00	0	0.00	0
Line of Business Total	27.00	\$2,572,086	28.00	\$3,183,828	30.00	\$3,553,742

*Added during the FY22 Strategic Business Plan update process

**Infrastructure Records Program was combined with the Private Development Program and created the new Development and Records Program during the FY22 Strategic Business Plan Update Process

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	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Fleet Services	22.00	\$2,322,190	22.00	\$2,653,582	22.00	\$2,054,662
Line of Business Total	22.00	\$2,322,190	22.00	\$2,653,582	22.00	\$2,054,662

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	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Meter Maintenance	31.00	\$1,858,753	31.00	\$2,682,110	33.00	\$2,915,062
Wastewater Line Maintenance	89.00	9,093,784	89.00	9,638,210	90.50	9,976,078
Water Line Maintenance	106.00	9,234,997	106.00	10,286,307	107.50	10,632,591
Line of Business Total	226.00	\$20,187,534	226.00	\$22,606,627	231.00	\$23,523,731



SOLID WASTE MANAGEMENT

- **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 and illegal dumping removal 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.
- **The Solid Waste Recycling Program** provides recycling services to Oklahoma City residents so they can have their recycling collected and disposed of in a satisfactory and environmentally safe manner.

Solid Waste Positions and Budget

Program	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Bulk Waste Collection	30.50	\$2,088,908	32.75	\$2,361,230	32.75	\$2,365,238
Environmental Clean-Up	8.50	584,244	8.75	664,016	8.75	673,811
Solid Waste Collection	68.00	5,986,069	68.25	6,806,893	68.25	7,382,905
Solid Waste Recycling*	0.00	0	0.25	25,372	0.25	26,293
Line of Business Total	107.00	\$8,659,221	110.00	\$9,857,511	110.00	\$10,448,247

*Added during the FY22 Strategic Business Plan update process

SOUTHEAST WATER SUPPLY

The Pumping Station Operations and Maintenance Program provides reliable transportation of fresh water from Southeast Oklahoma to the entire Oklahoma City metro region so they can benefit from an adequate water supply.

Southeast Water Supply Positions and Budget

Program	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Pumping Station Operations and Maintenance	9.00	\$764,578	9.00	\$1,317,069	9.00	\$1,491,541
Line of Business Total	9.00	\$764,578	9.00	\$1,317,069	9.00	\$1,491,541

TINKER AIR FORCE BASE

- **The Tinker Capital Improvement Program** provides project management services to Tinker Air Force Base to ensure capital improvement projects are completed in a timely manner to minimize the likelihood of distribution in service.
- **The Tinker Wastewater Collection Program** provides operations, maintenance, and repair services to the collection system for Tinker Air Force Base so they can receive reliable water service.
- **The Tinker Water Distribution Program** provides operations, maintenance, and repair services to the distribution system for Tinker Air Force Base so they can receive reliable water service.
- **The Tinker Water Production Program** provides operations, maintenance, and repair services of water wells and booster stations for Tinker Air Force Base so they can receive reliable water service.

Tinker Air Force Base Positions and Budget

Program	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Tinker Capital Improvement*	0.00	\$0	0.00	\$0	0.00	\$0
Tinker Wastewater Collection*	0.00	0	0.00	0	0.00	0
Tinker Water Distribution	3.00	96,392	3.00	269,718	4.00	411,016
Tinker Water Production*	0.00	0	0.00	0	0.00	0
Line of Business Total	3.00	\$96,392	3.00	\$269,718	4.00	\$411,016

*Added during the FY22 Strategic Business Plan update process

UTILITIES ENTERPRISE SYSTEM

- **The Utilities Enterprise System Program** provides the department the ability to optimize the utilization of technology systems throughout the Utilities Department by creating value in their use, modernizing and computerizing functions, achieving quality improvements in those processes and making Utilities programs more effective.

Utilities Enterprise System Positions and Budget

Program	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Utilities Enterprise System*	0.00	\$0	19.00	\$1,962,221	20.00	\$2,217,419
Line of Business Total	0.00	\$0	19.00	\$1,962,221	20.00	\$2,217,419

*This program was added during the FY23 budget development process

WASTEWATER QUALITY

- **The Lift Station Maintenance 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 waste into the sanitary sewer system in accordance with Environmental Protection Agency (EPA) regulations.
- **The Wastewater Treatment Program** provides contract monitoring for outsourced treatment plant operations and biosolids disposal services provided to City residents, businesses and other communities so they can benefit from public and environmental health protection in accordance with EPA regulations.

Wastewater Quality Positions and Budget

Program	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Lift Station Maintenance	15.50	\$1,492,934	15.50	\$1,804,464	15.50	\$1,656,519
Pre-treatment	12.00	1,112,297	14.00	1,490,724	16.00	1,715,574
Wastewater Treatment	3.00	310,831	3.00	433,839	3.00	522,477
Line of Business Total	30.50	\$2,916,062	32.50	\$3,729,027	34.50	\$3,894,570

WATER QUALITY

- **The Booster Station Maintenance Program** provides adequate supply and pressure to customers throughout the water distribution system.
- **The Property Maintenance Program** provides lake property and facility maintenance services to water 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	FY22		FY23		FY24	
	Adopted Positions	Actual Expenses	Adopted Positions	Adopted Budget	Adopted Positions	Adopted Budget
Booster Station Maintenance*	0.00	\$0	0.00	\$0	0.00	\$0
Property Maintenance	42.00	4,162,499	43.00	4,442,082	43.00	4,547,503
Water Treatment	89.50	24,194,589	89.50	40,103,779	92.50	11,071,617
Line of Business Total	131.50	\$28,357,087	132.50	\$44,545,861	135.50	\$15,619,120

*This program was added during the FY22 Strategic Business Plan update process



The City of
OKLAHOMA CITY