

# Citizen Task Force on Water and Sewer

December 18, 2012

# Task Force Desired Outcome

“To develop a shared understanding between the Task Force and the City on the management, sustainability and value of water and its impact on the community by reaching consensus recommendations to ensure the well-being and quality of life of Glendale residents and businesses.”



# The Process was Consensus Driven



# Five Focus Areas

- I. Financial Planning, Billing, and Customer Service
- II. Public Involvement and Community Education
- III. Regional Collaboration and Water Resources Sustainability
- IV. Operations and Infrastructure
- V. Employee Development, Retention, Safety and Productivity

# Task Force Members

- Overall meeting attendance was very good
- Task Force Members were engaged in the process
- All Task Force Members had an opportunity to participate, provide input, and reach consensus
- Task Force Members were impressed with staff's professionalism and knowledge

# Recommendations to Council

- Financial Planning, Billing and Customer Service
  - Rates should be based on the cost of services while maintaining high quality services, balancing competing demands, and managing affordability.
  - The City shall create an appointed Water Services Advisory Commission to review and analyze policies, including financial policies, relating to water and wastewater services.

# Recommendations to Council

- Financial Planning, Billing and Customer Service
  - The Water and Sewer Enterprise Fund shall be used for only Water and Sewer operations and overhead, and shall not be transferred to other City funds.
- Public Involvement and Community Education
  - The should provide programs to inform and educate residents businesses, and neighborhood communities about environmental best practices related to water.

# Recommendations to Council

- Regional Collaboration and Water Resources Sustainability
  - The City should maintain beneficial partnerships allowing the city to explore opportunities to identify, acquire, and develop additional water resources.
- Operations and Infrastructure
  - The city should establish and maintain modern systems and infrastructure to consistently provide high quality and efficient water and sewer services to the community.

# Recommendations to Council

- Employee Development, Retention, Safety, and Productivity
  - Evaluate staffing levels and ensure adequate funding is available to maintain necessary staffing levels through the annual budgeting process.
  - Continuously strive to optimize the performance and efficiency of its water and wastewater system facilities and operations using sound business principles and best management practices.

# Thank you Task Force Members for your dedication and service

