

2018-2023 SBP Action Plan Update

Enhance Side Sewer Enforcement (#9)

1. Short summary of the project/program

- **Part 1: Summary of Project.**

This action plan added one position to improve SPU's enforcement of the Side Sewer Code. The side sewer code requires property owners to maintain and repair their side sewer so that wastewater is contained in the pipes. This investment allows SPU to more quickly resolve side sewer issues on private property which can impact public health, the environment and public infrastructure.

- **Part 2. Targeted Commitments & Actuals (2018-19).**

The program was brought under Wastewater Source Control in September 2017. The tables below reflect case numbers and performance in 2018 and 2019 respectively in comparison to the target goals that were set in the original action plan.

2018 and 2019 Metrics

Program Metric	Metric Description	Action Plan Targets	2018 Actuals	2019 Actuals (YTD through 11/2019)	Comments
Number of Cases	Number of cases generated by operations and maintenance activities or public complaint reports	100	203	180	
Days to resolve case	Number of days to resolve case from date of initial notification.	95% of cases resolved within 30 days	95% 99 days Median = 9 days	95% 75 days Median = 5 days	External factors outside of the control of SPU severely impacted the number of days to resolve some cases. See Item 2.C below
Days to issue enforcement on all enforceable cases	Number of days from date of initial notification to issuance of Notice of Violation (NOV)	90% of cases within 5 days	90% 37 days Median = 23 days	90% 41 days Median = 14 days	This metric is no longer used and has been replaced by the next two metrics. High priority ¹ cases represent the greatest threat to human health and the environment. See Item 2.B below. In 2018, 53 cases required NOV's (26 repaired before NOV Issued) In 2019, 37 cases required NOV's (36 repaired before NOV issued)
Days to investigate high priority ¹ cases	Number of days from date of initial notification to completion of investigation	90% of high priority ¹ cases visited within 1 day	90% 2 days Median = 1 day	90% 4 days Median = 0 days	Added metric in 2018 Number of high priority ¹ cases 2018:42 Number of high priority ¹ cases 2019:38
Days to issue enforcement on high priority ¹ cases	Number of days from date of initial notification to issuance of NOV	90% of high priority ¹ cases have NOV issued within 3 days	90% 35 days Median = 10.5 days	90% 39 days Median = 6 days	Added metric in 2018 Number of NOV's 2018:15 Number of NOV's 2019:8 Necessary repairs completed prior to issuance of NOV. See Item 2.D below.

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Days to resolve high priority ¹ cases	Number of days to resolve case from date of initial notification.	90% of high priority ¹ cases resolved within 15 days	90% 79 days Median = 16 days	90% 17 days Median = 6 days	Added metric in 2018
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¹High priority cases are cases that involve surfacing sewage that is a danger to public health and the environment

Part 3. Financial Plan & Actuals for 2018-2019

	2018	2018 Actuals	2019	2019 Actuals	2020	2021	2022	2023
Labor Budget	124,000 ¹	33,805 ²	128,000 ¹	107,068 ³	111,145 ⁴	114,513 ⁴	117,039 ⁴	121,249 ⁴
Capital Budget								

¹Approved budget from original action plan

²Actuals (employee hired August 2018)

³Projections as of mid-November 2019

⁴Adopted/Endorsed Budget

2. Have there been any significant changes in scope or assumptions since this action plan was approved in 2017? If so, please describe.

- A. The number and scope of the cases the program has had to review, investigate, and enforce upon has been almost double what was originally anticipated.
- B. We have found that there are high-priority (e.g. surfacing sewage) and low-priority cases (e.g. offsets at the connections, voids). The low-priority cases typically take longer to investigate and skew the pre-determined metrics in relation to the time taken to issue an enforcement notice.
- C. External factors that greatly affect timely repair of broken side sewers is outside of the control of private homeowners and SPU staff. These factors include the availability of qualified contractors, expensive street restoration, permitting requirements, and issues created by shared ownership of side sewers.
- D. Not every side sewer case requires an enforcement notice to be generated.
 - o If an owner is already taking action to repair a side sewer prior to our ability to issue a NOV then no NOV is issued.
 - o Investigation reveals the issue is related to a City asset

3. Do we anticipate this investment continuing in the next strategic plan? Will funding and targets be above or below 2018-2023 levels? Why?

The program as it currently functions does not require additional funding. Should caseload increase, additional staffing may be necessary.

An identified gap in the program is side sewer financial assistance for customers.