



# 2010 ANNUAL REPORT

## INFRASTRUCTURE ASSET MANAGEMENT PLAN

December 31, 2010

### Introduction:

The Board of Trustees adopted an Asset Management Plan (AMP) in June 2003 with revisions made annually or as needed. This Plan provides a formal record of the asset management systems, practices and management strategies adopted by the District. Furthermore, the Plan clarifies and defines key levels of service for wastewater services and identifies procedures for costing future operations, maintenance, asset renewal, and capital requirements to provide these levels of service.

The purpose of this annual report is to provide the Board of Trustees and staff with a brief comparison of the actual levels of service provided during 2010 compared to target levels of service. Reported levels of service are based on the 2010 calendar year.

### Levels of Service:

Provided below are the minimum levels of service established by the Board of Trustees and the actual levels of service provided by the District during 2010, 2009 and 2008:

| <u>Key Service Criteria</u> | <u>Performance Indicators</u>  | <u>Target Levels of Service</u>                                   | <u>2010 Actual Levels of Service</u>                              | <u>2009 Actual Levels of Service</u>                              | <u>2008 Actual Levels of Service</u>                              |
|-----------------------------|--|---|---|---|---|
| • Condition                 | Condition assessment of infrastructure assets                            | Rating of 1 to 3 (refer to rating scale)                          | All assets were rated from 1 to 5 (refer to discussion section)   | All assets were rated from 1 to 5 (refer to discussion section)   | All assets were rated from 1 to 5 (refer to discussion section)   |
| • Capacity                  | Overflows within system  | No overflows due to insufficient capacity                         | No overflows occurred   | No overflows occurred   | No overflows occurred   |
| • Delivery                  | Number blockages/year  | <1/year/100 miles of line   | 0.00/100 miles of line  | 0.00/100 miles of line  | 0.00/100 miles of line  |
| • Quality                   | District's design standards  | 100% compliance of new line extensions, renewals and replacements | 100% compliance of new line extensions, renewals and replacements | 100% compliance of new line extensions, renewals and replacements | 100% compliance of new line extensions, renewals and replacements |
| • Regulatory Compliance     | Compliance with state discharge permits                                  | >99.5%  | 100.00%   | 100.00%   | 100.00%   |
| • Responsiveness            | Time to correct, repair or restore service (barring construction)        | <4 hours  | <4 hours  | <4 hours  | <4 hours  |
| • Demand                    | Capacity to meet future demand   | Capacity available at reclamation facilities when needed          | Excess capacity available   | Excess capacity available   | Excess capacity available   |
| • Customer Satisfaction     | Percentage of customers rating overall service as satisfactory or better | >85%  | 98% (refer to discussion section)                                 | 98% (refer to discussion section)                                 | 98% (refer to discussion section)                                 |

## **Condition Rating Scale:**

- 1 - Excellent
- 2 - Very Good
- 3 - Good
- 4 - Poor
- 5 - Very Poor

## **Discussion Section:**

### Key Service Criteria - Condition

- A condition assessment was conducted on all or a statistical sample of District infrastructure assets during 2010. The goal of the asset management plan is to identify deficiencies, repair those deficiencies, and maintain the District's assets such that no asset falls below the minimum level of service.
- Wastewater Collection System - It is impractical to inspect all 6955 line segments and 6825 manholes of the collection system in one year. Therefore, a statistical sample of 121 line segments was used in accordance with GASB-34 guidelines. The condition assessment of the 121 line segments identified 2 segments falling below the condition level established by the AMP. In addition to the statistical sample, 18 segments falling below the condition level established by the AMP have been identified in 2010 as part of the District's ongoing television inspection efforts. In 2010, 18 line segments identified either in 2010 or prior years as falling below the minimum AMP condition level were corrected. As mentioned above there are 6825 manholes in the collection system. 105 manholes were inspected in a statistical sample. The condition assessment on the 105 manholes identified no manholes falling below the condition level established by the AMP.
- Wastewater Pump Stations . There are 12 pump stations in the collection system. All of the pump stations were inspected in 2010 and no pump station was identified to be below the condition level established by the AMP.
- Reclamation Plants - There are 1127 reclamation plant related assets. All 1127 reclamation plant assets were inspected in 2010 and 3 assets were identified to be below the condition level established by the AMP. The failed assets have been repaired or taken out of service.
- Funding - Funds were included in the 2010 budget to correct identified deficiencies.
- Key Service Criteria . Customer Satisfaction is measured on a bi-annual basis by conducting a Customer Satisfaction Survey. The latest Customer Survey Results are summarized below.

## 2009 Customer Satisfaction Survey Results \*

|  | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> |
|--|-------------|-------------|-------------|-------------|
| Total number of surveys mailed         | 9,769       | 10,156      | 9,990       | 10,832      |
| Total number returned through 12/31/09 | 1,102       | 650         | 531         | 619         |
| Percentage Returned                    | 11%         | 6%          | 5%          | 6%          |

**1. Does SBWRD provide water, sewer service or both?**

| Water | Wastewater | Both | Don't know |
|-------|------------|------|------------|
| 38    | 447        | 73   | 56         |
| 6%    | 73%        | 12%  | 9%         |

**2. Have you met a SBWRD representative within the past year at your home or business because of a service problem? (13 answered "yes")**

How would you rate the meeting?

| Satisfactory |             |             |             | Neutral     |             |             |             | Unsatisfactory |             |             |             |
|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------------|-------------|-------------|
| <u>2005</u>  | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u>    | <u>2006</u> | <u>2007</u> | <u>2009</u> |
| 89%          | 91%         | 88%         | 84%         | 8%          | 4%          | 13%         | 11%         | 3%             | 4%          | 0%          | 5%          |

**3. Have you contacted SBWRD in the past year to ask about your bill or to request assistance? (71 answered "yes")**

How would you rate your inquiry?

| Satisfactory |             |             |             | Neutral     |             |             |             | Unsatisfactory |             |             |             |
|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------------|-------------|-------------|
| <u>2005</u>  | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u>    | <u>2006</u> | <u>2007</u> | <u>2009</u> |
| 81%          | 85%         | 84%         | 82%         | 11%         | 21%         | 10%         | 12%         | 8%             | 3%          | 5%          | 6%          |

Was it in regards to:

| Billing     |             |             |             | Engineering |             |             |             | Sewer Lines |             |             |             | Other       |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> |
| 82%         | 77%         | 86%         | 88%         | 6%          | 6%          | 5%          | 3%          | 6%          | 9%          | 5%          | 5%          | 9%          | 8%          | 4%          | 4%          |

**4. Was the representative knowledgeable? Did they act professionally and provide satisfactory answers to your questions?**

| Yes         |             |             |             | No          |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> |
| 99%         | 99%         | 98%         | 96%         | 1%          | 1%          | 2%          | 4%          |

**5. Overall, were you satisfied with the service provided by SBWRD?**

| Yes         |             |             |             | No          |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> |
| 98%         | 98%         | 99%         | 97%         | 2%          | 2%          | 1%          | 3%          |

**Supplemental Information:**

|  |             |             |             |             |  |  |  |
|--|-------------|-------------|-------------|-------------|--|--|--|
| Number of customers requesting a tour:                       | <u>2007</u> | <u>2009</u> |             |             |  |  |  |
|  | 15          | 16          |             |             |  |  |  |
| Total number of customers contacted as result of the survey: | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2009</u> |  |  |  |
|  | 47          | 43          | 19          | 39          |  |  |  |

\* The Customer Satisfaction Survey is sent out every other year