



## **Collection Staff Additions Needed**

### **Operations & Maintenance Manager – 1**

### **Technician - 1**

We have not added any additional Collection System staff in over 15 years. The population of Missoula has grown 7.9% just since 2010. That's a whole lot of people flushing!

In the past 15 years, the following additions to the system have been made:

STEP systems – over 150 new systems have been added which require 8 additional days/year of maintenance

Lift Stations – 14 lift stations have been added which require 161 days/year of maintenance

New service areas added: Wye, Rattlesnake, East Missoula - which results in more sewer mains to maintain requiring 167 days/year

Service Calls added - These additional assets account for approximately 16 days/year of additional service calls

Technician needed: These additional assets require approximately 352 days per year of maintenance. There are approximately 248 working days per year. This does not account for the additional maintenance that is required as the system ages.

We are not staying on schedule to accomplish the maintenance needed in the Collection System (for example: STEP maintenance, lift station maintenance, sewer main televising, valve maintenance, and pressure relief valve maintenance). Maintenance is being delayed throughout the system. We are prioritizing to minimize property damage, but reacting to alarm calls from residential STEP systems and lift stations because preventive maintenance is being delayed.

By increasing staff, we would be able to do the following:

Increase STEP pumping to 150 systems each year

Increase maintenance of the gravity main infrastructure

Increase maintenance of the Lift Station infrastructure

Complete STEP valve operation maintenance

Complete STEP air relief valve maintenance

With all of the above maintenance and management required, a manager is also needed to assist the superintendent.

Management hours/general tasks : 8 hrs per day

Workflow – assign daily tasks to staff and supervise in the field, monitor progress of projects

Sewer finals – meet contractors on site to verify codes and regulations are followed

Assist contractors in measuring depths & provide info for connections

Assist customers and drain cleaners with failed dye tests and proving connections

Implement and oversee restoration of private property damaged by city sewer repairs

Provide department assistance to locate and mark sanitary sewer, storm sewer, and traffic signals

Assist customers with sewer back-up claims process, goodwill policy, and maintain documentation

Complete DEQ documentation and reporting for SSO events – sewer back-ups, main breaks, etc

Connection Records –

Provide verification of sewer connections. Review for accuracy, correct errors, and answer questions.

Administer dye tests and camera inspections; determine when needed, review sewer connection records, schedule, prepare documents, input records, send verification and work with Dev Services to release Notice of Non-Compliance and send permanent record to Dev Services for retention

Automation Database –

Administrator of Work Order Program and oversee entry into database for reporting.

Keep assets updated with correct information.

Assist customers with any questions regarding their STEP systems, maintenance, PM Schedules, blown pots, sewer odors that are not City-related, sewer or storm questions or private sewage pumps, ditch riders, etc

Work with Storm Division regarding storm issues that WW responds to so work orders are entered and reports are obtained. Provide maintenance information for storm reports for DEQ.

Prepare year-end reports, graphs, data, maintenance history reports and power point presentations used for budget, engineer requests, maintenance and presentations done by Collection Superintendent.

Emergency Calls – Daytime and after hours, respond to and/or dispatch staff when necessary

Provide assistance with contracts, agreements, etc. Draft letters to contractors and/or homeowners regarding city ordinances on STEP systems and manholes.

Order parts and supplies.

Provide assistance on newsletter & media articles, videos, pictures, etc

Update On-Call Schedules and maintain call-out lists

Administer any changes and resolve issues with answering service and emergency locate calls

Prepare, update, and submit labor and equipment costs for Collection work as needed

Track annual repair costs and locations on manholes, lift stations, sewer mains, STEP systems

Budget – assist with development, tracking, and analysis