SYRACUSE CITY

Syracuse City Council
Work Session Notice
June 28, 2016 - 6:00 p.m.
Municipal Building, 1979 W. 1900 S.

Notice is hereby given that the Syracuse City Council will participate in a work session on Tuesday, June 28, 2016, at 6:00 p.m. in the large conference room of the Municipal Building, 1979 W. 1900 S., Syracuse City, Davis County, Utah. The purpose of the work session is to discuss/review the following items:

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a. Prayer or thought.

b. Public Comments.

c. Request to be on the agenda: Dan Aamodt of Lone Peak Events re: Ghost Town Triathlon. (5 min.)

d. Presentation by vendor for water utility service review agreement. (10 min.)

e. Review formatting of City utility bill. (5 min.)

f. Discussion regarding Utility Rate and Cost Allocation Policy. (20 min.)

g. Discussion regarding Employee Recruitment and Retention Policy and Fiscal Year 2017 Employee Compensation Plan. (1 hour)

h. Discussion regarding Master Planned Community Zone in connection with Woodside Homes annexation petition and subsequent development. (20 min.)

i. Introduction of proposed updates to Code Enforcement regulations. (10 min.)

j. Council business.

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In compliance with the Americans Disabilities Act, persons needing auxiliary communicative aids and services for this meeting should contact the City Offices at 801-825-1477 at least 48 hours in advance of the meeting.

CERTIFICATE OF POSTING

The undersigned, duly appointed City Recorder, does hereby certify that the above notice and agenda was posted within the Syracuse City limits on this 23rd day of June, 2016 at Syracuse City Hall on the City Hall Notice Board and at http://www.syracuseut.com/. A copy was also provided to the Standard-Examiner on June 23, 2016.

CASSIE Z. BROWN, CMC
SYRACUSE CITY RECORDER
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COUNCIL AGENDA
June 28, 2016

Agenda Item **"c"** Request to be on the agenda: Dan Aamodt of Lone Peak Events re: Ghost Town Triathlon.

Factual Summation

- Staff received a request to be on the agenda accompanied by the following email:

All,

We had a wonderful time at your event and are looking forward to working with you at future events in Syracuse.

I have two questions:

1) We would like to present something to the city at your next City Council meeting. When would that be and how can I get on the agenda for 5 minutes?
20 We would like to propose a couple of dates for next year's event. Who can I discuss this with ?

Thanks again.

Dan

Dan Aamodt
LONE PEAK EVENTS
www.lonepeakevents.com

COUNCIL AGENDA
June 28, 2016

Agenda Item **"d"** Water Utility Service Review

Factual Summation

- Any question regarding this agenda item may be directed at City Manager Brody Bovero or Public Works Director, Robert Whiteley

- Please see attached supporting documentation provided by Brody Bovero.

- While at the International City Management Association conference last September, I met Ron Phillips from The Water Company of America. We discussed a service that they provide, which is similar to the scope of work outlined in the RFP. The idea for this service came from that discussion.

- In summary the RFP outlines the following scope of work:

    - The selected contractor reviews the City's utility billing accounts and, usually with the assistance of software-based analytics, identifies possible problems in the City's water system. Typically, the software identifies anomalies in the billing accounts that flag a potential problem, whether it is a leak in a valve, a faulty meter, or other similar problem.
    - Based on the analysis, the specific locations in the field are investigated to see if there is, in fact, a problem.
    - Based on the findings, the problems are addressed by the City, and the difference between the recaptured revenue from the fix and the historical revenue is measured.
    - The selected contractor is paid only from the recaptured revenue, typically a percentage of the recaptured revenue for a specified number of years. The RFP is set up so that the City has no up-front cost or risk.

- This service is designed to improve the operational efficiency of the City's water system, and discover hard to find problems in the system in order to ensure the system is operating appropriately.

- A copy of the proposal from the contractor is included in the Council's Dropbox file.

Previous Discussion

- Confidentiality Assurance: Through discussion with the contractor, safeguards will be put in place to protect the confidentiality of utility customers. Safeguards come in the form of filtering out sensitive information before providing data to the contractor, as well as contractual obligations against use of personal information.

- Require Notice of Overbilling: The contractor has agreed to notify the City of any anomalies that indicate a situation where a customer might be overbilled.

- Fee: The original proposal from the contractor included a 60% fee on all new revenue obtained from the study for 36 months. Prior to consideration of a change in the fee, the contractor requested an opportunity to explain the scope of work, and the work involved.

RESPONSE TO

REQUEST FOR PROPOSAL

for

Review of Unbilled or Misbilled Utility Services

Due Date: April 25, 2016 3:00 PM Mountain Time

Requested by

SYRACUSE CITY, UTAH

Submitted to:

Mr. Brody Bovero
Syracuse City Hall
1979 W 190 S
SYRACUSE, UT 84075

Submitted by:

ISI WATER COMPANY

Steven Hooper
General Manager
5215 Fidelity Street
Houston, TX 77029
steve@watercompanyofamerica.com
(281) 352-0047

ATTEST:

4-25-16

Steven Hooper — Date
General Manager, ISI Water Company

WATER COMPANY OF AMERICA
Revenue Enhancement Specialists Since 1989

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April 25, 2016

Mr. Brody Bovero

Subject: EXECUTIVE SUMMARY

ISI Water Company (referred to herein as Water Company of America "WCA") is pleased to submit this response to the Request for Proposal entitled "Review of Unbilled or Misbilled Utility Services" to Syracuse City.

The study proposed in this RFP is identical to previous and current projects performed by WCA for Municipal Utility Departments nationwide, the first in 1989. Since initiating the first ever project of this nature in the nation, we have gained substantial national experience from a diverse group of very successful contract opportunities. While teaming with utilities as large as 374,000 accounts and as small as 1,600, WCA has increased the billings and collections to our clients by substantial amounts. The benefits of these increases in revenue are numerous and are detailed in our accompanying proposal.

In response to this RFP, and as with all previous contracts undertaken, WCA's program of revenue enhancement is offered on a performance fee basis. WCA will bear all of its study costs. WCA will be entitled solely to a share of increased collected revenues generated by this program.

Water Company of America has a proven program for improving customer billing equity and for revenue recovery. We most sincerely appreciate the opportunity to provide assistance to the City in this project. The contact information for WCA related to this RFP is as follows:

Steven M. Hooper, General Manager, ISI Water Company
5215 Fidelity St, Houston, TX 77029
(281) 352-0047 (direct); steve@watercompanyofamerica.com

WCA has adopted a code of business ethics that states that ISI Water Company will comply with all applicable laws, support and endorse antidiscrimination efforts and apply tangible business practices to utilize the full benefit of a supplier base that reflects the diversity of the American supplier community for needed supplies and services.

Steven Hooper, General Manager is authorized by the Company to negotiate contract terms and render binding decisions of contract matters.

This proposal is valid for a period of 120 days subsequent to the RFP submittal date of April 25, 2016.

Respectfully submitted,
Steven Hooper
General Manager

1. COMPANY PROFILE, EXPERIENCE and QUALIFICATIONS

Statement of experience and qualifications

ISI Water Company (a Texas corporation referred to herein as Water Company of America "WCA") is registered to do business in the State of Utah and is pleased to submit this response to Syracuse City's Request for Proposal entitled *"Review of Unbilled or Misbilled Utility Services"*.

WCA is uniquely qualified to perform the work outlined by the City in the RFP. The study proposed in this RFP is identical to 67 previous and current projects performed by WCA for Municipal Utility Departments nationwide, the first of which was in 1989. Since initiating the first ever project of this nature, we have gained substantial national experience from a diverse group of very successful contract opportunities. While teaming with utilities as large as 374,000 accounts and as small as 1,600, WCA has increased the billings and collections to our clients by substantial amounts. The benefits of these increases in revenue are numerous and are detailed in our accompanying proposal.

In response to this RFP, and as with all previous contracts undertaken, WCA's program of revenue enhancement is offered on a performance fee basis. WCA will bear all of its study costs. WCA will be entitled solely to a share of increased collected revenues generated by this program.

Water Company of America has a proven program for revenue recovery. The WCA team of dedicated full time employees currently numbers eleven, including Mr. Frank Christiansen, a Contract Manager since 2005. In addition, two other key management individuals who will be directly involved are Jeff Haddock, CIS/data security and Steve Hooper, General Manager. We most sincerely appreciate the opportunity to provide assistance to the City in this project. The contact information for WCA related to this RFP is as follows:

Steven M. Hooper, General Manager
Home office: 5215 Fidelity St, Houston, TX 77029
steve@watercompanyofamerica.com
(281) 352-0047 (direct)

Executive Summary

ISI Water Company, and its parent Infrastructure Services, Inc. ("ISI") provide services to governmental entities on many levels in order to meet the maintenance, repair, and consulting needs of our nation's aging infrastructure system. Headquartered in Houston, Texas, ISI has established a reputation for meeting the diverse and changing needs of government with a wide range of services. This diversity of service to public and private entities continues to expand and currently includes three major areas of service. These are Account Review and Revenue Recovery Services for Municipal Utilities, Roadway Repair and Maintenance and Road and Utility construction. ISI employs people in regional profit centers across the United States.

The Municipal Revenue Recovery work to identify unbilled and/or misbilled service is marketed nationally under the trade name of **Water Company of America ("WCA").** This name has been used since 1989, and because of national name recognition and existing contracts, ISI Water Company continues to market the service as Water Company of America.

WCA examines a utility's customer billing database of information and aspects of utility usage in the field with the objective of identifying the causes of and remedies for inaccuracies and deficiencies in each of the various utility processes that can potentially contribute to inaccurate billings for water, wastewater, and reclaimed water.

It is important to remember that an often significant portion of the service delivered by a Utility to its customers is never billed-for or collected. It is of vital importance that the appropriate fees be collected for all services rendered to insure the operational health of the utility. Each year millions of dollars are lost by utilities because of unbilled and/or misbilled services. WCA specializes in working cooperatively with staff to locate, assess and correct the conditions that cause lost revenue. WCA has the equipment, manpower, and expertise, including proprietary analytical software and sophisticated non-intrusive flow-metering technology, to research systems of all sizes for revenue losses. WCA can positively impact the City budget without increasing manpower requirements, overtime, or rates. WCA has a history of successful collaboration with municipal departments and is confident that it can stop the billing leaks that are silently draining revenues from the City.

WCA's program is conceptually straightforward and has proven to be effective based on extensive South Florida as well as national contract experience. This experience base equips

WCA to offer the most effective, proven method of enhancing revenue. Each month, the utility delivers millions of gallons of water to its end users or customers. The utility's retail billing meters record consumption and determine water and sewer billings. The difference between the actual services provided and the amount billed, or accounted for, represents *unbilled or misbilled service.* This program targets this variance and produces increased revenue for discretionary use by the City. In other words, this is *found or new revenue* that will have a positive impact on the budget. WCA locates this apparent loss component of non revenue water through a proprietary analysis technique and subsequent physical investigation. Once discrepancies are located, changes are made to the utility's billing system and/or physical metering system to produce the new revenues.

WCA provides a turnkey service that includes technical expertise, proprietary computer software, trained field personnel, state of the art flow-meter technology and even replacement meters if necessary. WCA can discover and help recover the revenue billings that are rightfully the utility's, and it can do the whole job as an independent contractor without disrupting normal service or daily operations and with a negligible requirement of utility staff time.

How WCA's System Works

1. WCA uses a proprietary technique to analyze users and meter types with property descriptions. WCA makes comparisons of like users. Various sort routines and comparisons are utilized to identify potential problems with consumers such as:
    - Unlisted Customers
    - Account Coding Errors
    - By-passed or Malfunctioning Meters
    - Unknown Sewer, Water and/or Electric Connections
    - Rate Discrepancies
2. Once WCA determines that an account's consumption and/or billing data is not consistent with certain norms, that account is selected for additional research. After an audit of a given property, if it still appears that the billing and/or consumption data do not meet certain criteria, WCA then performs field research of that specific location.
3. After completion of the field inspection, if additional sources of revenue have been discovered, formal documentation is submitted to the utility for billing changes and/or physical corrections.

All of the above procedures are standard for WCA and have been developed through years of successful contract experience.

WCA's revenue enhancement program is offered on a performance fee basis to the City. WCA will bear all of the cost of program implementation. The utility will never be required to reimburse WCA for any of its working capital expenditures, including professional staff, software, or the extensive resources required for field research. WCA will be paid only **a share of any new-found collected revenue** generated by this program. No other forms of payment are required.

Funding essential capital improvements to any water, sewer, stormwater, solid waste or reclaimed system is a major concern for every City. This project will provide a revenue source to accomplish needed improvements, thereby avoiding the appropriation of precious budget funds.

In summary, WCA's proposed program will have immediate and long-term benefits to the utility in the following ways:

- Provides improved rate-payer equity among customers.
- Provides improved accountability for services delivered to customers.
- Generates additional revenue from existing levels of service.
- Provides continuing increased revenue to the utility after program completion.
- Provides compensation to WCA based solely on performance.
- Provides an awareness of the necessity to practice conservation of a precious resource.
- Provides an effective way through conservation to reduce wastewater treatment loads.
- Provides a proven program that, by its existence, motivates internal personnel toward greater efficiency.

Key Study Personnel

WCA will perform the service proposed herein with trained management and field personnel with the requisite experience to accomplish the goals of the project. These employees are familiar with field procedures; appreciate the need for a clear understanding of applicable City billing policies, Ordinances, Rules and Regulations; comprehend variations in water distribution and sewer collection systems, and thus are capable of rapid mobilization for the City. Staffing needs for this project will be met by the Company in the following three manners:

1. Utah staff, officed at 404E 4500 S Murray, UT
2. Bringing experienced personnel from other locations
3. Recruiting, hiring and training from the local area

By approaching the issue of staffing in this manner, WCA can effectively perform the Scope of Work in a timely and effective manner.

The WCA program utilizes technical work methods conducted in an efficient manner and designed to optimize revenue impact without disruption to normal operating procedures of the City. All WCA field operations will be conducted in a manner consistent with requirements imposed by the City on its own personnel. Some of the basic WCA rules of staff operational conduct are listed below.

- WCA will conduct all operations to comply with applicable City procedures.
- WCA employees will adhere to all safety requirements of the City and WCA.
- WCA will insure that property conditions affected by field research activity will be returned to original or better than original condition.
- WCA vehicles will be clean and clearly marked with the Company Logo.
- WCA employees will be uniformed.
- WCA employees will display picture identification badges affixed to the employee's uniform.
- WCA employees will at all times maintain a neat and clean appearance that represents the professionalism of the City and WCA.

- WCA employees will exhibit a courteous and polite manner when dealing with any customer of the City.

Pre-employment Background Check

Every new applicant considered for employment with WCA is submitted to TrueScreen for a background check both local and nationally. Typically, a criminal background check which returns a history of crimes related to the type of work they will perform for WCA will make them ineligible to be hired by our company.

Subcontracting

WCA intends to perform all work required under the RFP and proposed in this response with WCA employees, therefore no subcontracting is anticipated.

The following key study personnel are herein proposed.

MR. FRANK CHRISTIANSEN - Contract Manager

Mr. Christiansen is the original manager of the Utah regional office, since 2005. His training included in depth application of the Company WATERS software and "on site" practical property analysis in the field, during active contract operations in Utah, Colorado, and the Tampa Bay area. He is responsible for the day-to-day operations, workflow, production and client communication required for assigned projects. He will be directly involved with and responsible for the day-to-day management and operations of the project proposed herein. He was key man on nine contracts in Utah, including the Salt Lake City contract in 2005, and for the Denver Water contract in Colorado. Mr. Christiansen brings eleven years of related experience to studies requiring account review, consumption analysis and billing accuracy for revenue recovery for clients large and small. In addition, he oversees the monitoring of those accounts that have been identified by WCA for Increased Revenue as a direct result of the project. As a result of his experience and training, he brings skills to the project in the areas of account data analysis, metering system examination, wastewater flow evaluation, utility customer relations and reporting to the City. Internal to the local office, Frank is responsible for supervision of subordinate staff, accounts payable supervision, asset management and administrative duties. Mr. Christiansen reports to Mr. Hooper.

MR. JEFF HADDOCK – CIS/Data Security Manager

Mr. Haddock has been an integral part of the Company since 2000. He performed the duties of Central Florida Contract Manager from 2000 – 2012 and that of data manager from 2012 to current. He oversees the company's electronic assets and resources, coordinates data needs with clients, and directs Company software development with programmers. Helps determine the information technology goals of the Company and is responsible for implementing computer systems to meet those goals.

- Manage the Company's data security practices and policies
- Oversee company's flow and processing of data from clients under contract
- Manage and maintain hardware and software assets
- Assist Contract Managers with data acquisition
- Intermediary with Programmers and to assist them as needed
- Assist with data manipulation and reporting at contract level as needed
- Setup field ready hardware and software systems as needed

Management level, reports to the General Manager.

MR. STEVEN M. HOOPER – General Manager

Mr. Hooper is responsible for management of *ISI Water Company*. He has 27 years of hands-on experience in the field of documenting unbilled utility revenue on a performance fee basis for governmental entities. From the first days of the first project of this nature, initiated in March of 1989, through the successful operation of contracts nationwide, he has developed the business plan, employee training procedure, best practices, specialized software application/design, flow and test meter application, national marketing strategy, and financial management. Participation in industry trade organizations and functions such as the American Water Works Association, the Water Environment Federation and the Government Finance Officers Association benefits the firm and clients by staying current with regard to industry standards and trends. He will coordinate all insurance requirements of the study, as well as oversight of company compliance and safety policy. Other duties include project resource allocation, production oversight, asset utilization, personnel deployment, and recruiting (as required). Hooper reports directly to Mr. Tim Herbert, Company President.

Authorized Negotiator

Steven Hooper, General Manager is authorized by the Company to negotiate contract terms and render binding decisions of contract matters.

All projects listed below have the same "project description" as called for in the Loveland RFP

Past Experience Table

The following is a partial listing of smaller systems, similar in size to Loveland. An unabridged list is available upon request

Governmental Entity	Total Number of Accounts	Client Contact	Title	Email	Telephone
Oldsmar, FL	8,000	Al Braithwaite	Administrative Services Director	abraithwaite@ci.oldsmar.fl.us	(813) 749-1107
Payson, UT	5,000	Dave Tuckett	City Manager	davet@payson.org	(801) 465-5209
Springville, UT	6,000	Mark Anderson	City Manager	manderson@ci.heber.ut.us	(435) 654-0757
Oakland Park, FL	8,000	Ken Resor	Director	kennethr@oaklandparkfl.gov	(954) 630-4458
Gainesville Regional Utilities	89,000	Steve McElroy	Technical Systems Analyst Sr.	MCELROYSL@gru.com	(352) 393-1653
Largo, FL	31,000	Kimball Adams	Management Services Director	kadams@largo.com	727-587-6747
Pace Water System, FL	14,000	Damon Boutwell	General Manager	dboutwell@pacewater.org	850-994-5129
Biloxi, MS	18,000	Dianne Merrill	Utility Billing Manager	dmerrill@biloxi.ms.us	228-435-6236
Dunedin, FL	12,000	Paul Stanek	Water Division Director	pstanek@dunedinfl.net	727-244-2236
Gulfport, MS	26,000	Sara Ladner	Utility Billing Manager	sladner@gulfport-ms.gov	228-868-5705
Brevard County, FL	85,000	Jim Helmer	Director	jim.helmer@brevardcounty.us	321-633-2092
St Petersburg, FL	90,000	Tammy Jerome	Billing and Collections Director	tammy.jerome@stpete.org	727-893-7892
Mt Olympus SSD, UT	28,000	Kerry Eppich	General Manager	kseppich@slcssd1.org	801-262-2904
Cooper City, FL	8,000	Mike Bailey	Director	mbailey@coopercityfl.org	954-434-5519
Jackson, MS	85,000	Linda Lindsey	Water/Sewer Utilities Manager	llindsey@city.jackson.ms.us	601-960-0922
Granger Hunter ID, UT	25,000	Clint Jensen	CEO/General Manager	cjensen@ghid.org	801-968-3551
Bartow, FL	6,000	Karen Hielscher	Manager, Utility Customer Services	khielscher.cs@cityofbartow.net	863-534-0188
Sanford, FL	17,330	Bill Marcous	Manager, Utility Support Services	marcousw@sanfordfl.gov	407-688-5105

Miscellaneous statements relevant to Section 2.

Litigation: WCA is not now, nor has it ever been involved in arbitration or litigation with any client governmental entity or with any utility customer of any client.

Financial stability: WCA has never filed for reorganization or bankruptcy.

Additional Services: Municipal Utility Managers often question WCA as to the ability to provide additional services if desired by the City, therefore a brief synopsis is offered. WCA works closely with each Client City to identify needs and offer solutions. The following is a list of examples of services that were added by various City and County governments over the years.

Analysis of cost apportionment to a client City
Example: the City is a wholesale customer of or a member agency of a Wastewater Treatment Authority serving multiple Cities.

Property water audits
When Customer Service Departments are hit with customer high bill complaints to elected officials, one solution is to use WCA for an arm's length third party field audit.

1. explain account data – customer sensitive
2. correlate last billed read to the current read
3. explain the rate, Ordinance and the reason for it (especially conservation rate)
4. inspect the meter leak indicator
5. identify water uses, especially irrigation
6. equate consumption to dollars, especially as regards irrigation
7. provide report documenting all activities

Example: Polk County

Water Pressure Logging
Example: turnkey work (hardware, install, read, report) for an engineering firm in Central FL engaged in a long range planning process for a municipality.

Saturate a service area to account for all connections
Example: The City must respond to a State DOT notification that a road will be widened, covering a sewer main. The City wants to ensure that every property parcel has a sewer tap of record. WCA will research County property appraiser records to identify all parcels, overlay with connection records, perform visual field confirmation where feasible and report to the City. Performed for Orange County, FL on SR50

Water and/or sewer flow-metering. Example: sewer only customer of Gulfport, MS

Section 3. PROPOSED SOLUTION

The accurate measurement of water is the means by which water utilities generate revenue to offset expense, determine equitable fees among users, promote conservation and minimize wastewater treatment loads. WCA will assist the various Syracuse Departments in identifying causes of, and suggesting remedies for system inaccuracies and deficiencies with respect to water, wastewater, electric and stormwater utility charges. System inaccuracies arise from many situations. Some of these situations are: unbilled connections, meters not listed in the billing database, unknown taps, unauthorized fireline usage, meter bypass abuse, inaccurate submeter credits, and other conditions that are routinely encountered. These inaccuracies can be identified and corrective action taken to insure compensation for services rendered.

In general, the above situations can be grouped into the five major categories listed below:

- Meter Inaccuracy and Malfunction
- Service Theft
- Unmetered Firelines
- Other Unbilled or Misbilled Usage
- Stormwater

These categories are addressed in the text that follows.

A. METER INACCURACY

It is critical for any Utility to be able to identify those meters within the utility system that perform below accepted levels of efficiency. Three typical contributing factors are:

- Failure of Meters and Other Mechanical Devices
- Lack of System Capabilities
- Budgetary Limitations

Problem # 1: Failure of Meters and Other Mechanical Devices

Problem Explanation: A meter's propensity for accuracy loss and potential failure is due to the very nature of a mechanical device with moving parts. This accuracy loss is random among meters and often cannot be predicted. When vandalism and other meter damage issues are added to the equation, the problem of inaccuracy becomes even more unpredictable.

Solution # 1: WCA has developed systems to detect abnormal trends that may indicate mechanical failures in a timely manner. The analysis of these trends, coupled with field investigations, will detect meter failures. Field investigations will determine if there is a potential for loss of revenue. Based upon the field work performed, WCA will recommend the appropriate course of corrective action. As a result of these actions, the potential for revenue increases will be greatly enhanced.

Problem # 2: *Lack of System Capabilities*

Problem Explanation: An example of the lack of system capabilities is as follows. A meter read is taken on a meter that is not performing to standard and registering low reads. This situation has occurred over an extended period of time. The meter reader (manual or AMI) has no concept of years prior consumption for the given property. The meter reader has no data to correlate with property characteristics such as property size, activity of occupant and occupancy rate. Therefore, an inaccurate meter with a history of low reads would not show a consumption pattern that would be indicative of a problem.

Solution # 2: WCA utilizes a system that compares like properties and isolates consumption differences. Consumption differences of this nature are selected for field review. The field review process confirms or denies consumption patterns with property characteristics.

Problem # 3: Budgetary Limitations

Problem Explanation: Budgetary limitations may restrict Department personnel from performing efficiently in isolating meter inaccuracies. Meter repair programs are usually limited to replacing known malfunctioning meters. Department personnel may be diverted from looking for meter inaccuracies to work on other distribution problems. Several operational factors impacted by this limitation are:

- Allocation of existing manpower
- Staffing capability
- Acquisition of testing equipment
- Acquisition of fleet and facility support

Solution # 3: WCA's program will provide a system for identifying meter inaccuracies at no cost to the Department during the term of the contract. All meter testing performed by the WCA shall recognize American Water Works Association (AWWA) standards, as utilized by the Department.

B. SERVICE THEFT

Service theft is the act of receiving utility service without proper remuneration. There are many factors that contribute to this problem, and the discovery of each factor must be approached systematically. Service theft can be divided into two broad categories, intentional and unintentional. These categories are discussed separately below.

1. INTENTIONAL SERVICE THEFT

Intentional service theft is the deliberate act on the part of a consumer of receiving service without proper remuneration to the utility. In general, intentional service theft is achieved from the following situations:

- Incorrect Piping Arrangements
- Usage on "Inactive" Accounts
- Emergency Meter Bypass Abuse
- Fire Hydrant Abuse

Problem # 1: Incorrect Piping Arrangements.

Problem Explanation: Theft of service can result from incorrect piping arrangements. Tampering is generally involved in these situations. Some examples of these situations are as follows:

- Straight connects or an illegal cut-across
- Installing a jumper after a meter was pulled, subject to the limitations below.
- Removing a lock after a lock-out procedure, subject to the limitations below.
- Removing a blind gasket after service termination

Solution # 1: WCA will identify these situations by way of account review and on-site inspection of suspect locations. A comprehensive field analysis of known problem areas will often reveal cases that cannot be traced via Departmental data. When multiple problems occur in a specific area, a saturation survey of the entire area is conducted to verify that all connections are proper.

Problem #2: Usage on "Inactive" Accounts

Problem Explanation: An account could be classified within the Department's system as "inactive". However, the meter serving this account could be in use.

Solution #2: Subject to the provisions below, WCA typically will make a field inspection on accounts classified as "inactive". Inactive accounts utilizing service will be identified and appropriate documentation submitted to the Department to initiate a change in account status. However, WCA will not receive compensation on Accounts in which the Department has terminated service due to non-payment of bills, also known as "cut off for nonpayment" or "CONP". These "known" (to the City) cases may often result in meter removal by the Department, which in turn may result in the illegal installation of a jumper by the customer. The Department has in place a process to field check all such accounts as part its routine procedures and therefore, for the sixty day period following a CONP, findings of jumpers or other illegal connections on such accounts are not subject to payment by the Department to WCA under the terms of this Agreement. WCA will investigate and submit findings only after the stipulated time period established by the City has been exceeded on the account.

Problem # 3: Emergency Meter Bypasses

Problem Explanation: The abuse of large meter emergency bypasses contributes to the theft of service problem. Open meter bypasses are especially difficult to identify when it represents only a portion of total usage. For example, a bypass could be partially opened thus allowing unmetered service and yet not prompting action since an account billing is being generated.

Solution # 3: WCA will identify all bypassed meters within the Department's system. Resolution of the bypassed meter problem is based upon a focused investigation of all meter installations with meter bypasses. WCA will physically inspect all bypassed meters on a regularly scheduled basis to determine if unmetered service is being provided. Only if a situation is found that is unknown to the City, and for which no active City Service Work Order is in effect, and has existed for a period of sixty days or longer, will WCA submit the item as a "find".

Problem # 4: Fire Hydrant Abuse

Problem Explanation: Service theft is compounded by the use of fire hydrants supplying water for purposes other than extinguishing fires. The Department controls the majority of these situations by way of policy and procedure in their rules and regulations

Solution # 4: WCA will review the existing policies and procedures as they relate to fire hydrants. If there appears to be any revenue enhancement potential that can be acted upon, recommendations will be made to the Department. These recommendations will include a benefit to cost analysis of any suggested solutions.

2. UNINTENTIONAL SERVICE THEFT

Unintentional service use is defined as the receipt of water and/or wastewater service for which the customer has no knowledge. In general the following situations are the cause of this type of service theft:

- Incorrect Piping Arrangements
- Incorrect Account Data

Problem # 1: Incorrect Piping Arrangements

Problem Explanation: The unintentional incorrect piping arrangement is a common contributor to the unbilled revenue problem. Accurate site utility plats are not always available during construction. These plats indicate which tap serves a particular location. If a tap is not identified correctly with the property receiving the service, errors occur. For example, if an adjacent location's tap is incorrectly identified, the property could ultimately receive water through a meter not associated with that property.

Solution # 1: WCA will locate incorrectly identified property by conducting comprehensive on-site inspections of selected properties, customer account research and comparisons to other adjacent properties. By performing these inspections, many instances of this kind will be discovered and the appropriate remedy will be submitted to the Department for corrective action. However, if the taps are being billed, no additional revenue will result. Therefore, WCA will not receive compensation on such Accounts.

Problem # 2: Incorrect Account Data

Problem Explanation: The tap or meter that is not correctly identified with the appropriate property is often unbilled. Sometimes a location is served by more than one tap. One meter can be generating legitimate billings while another is not. Confusion of service address with meter location can be a problem leading to incorrect account data. For example, a secondary meter might be physically located on a side street away from the primary or known meter. The second meter carries a different street address and normal search procedures by the Department result in fruitless efforts to locate, read or maintain the account. This occurs frequently in developed areas that were annexed by the Department and where installation records and "as built" drawings were not equivalent to those required by the Department today.

Solution # 2: WCA will compare like properties with similar usage characteristics to identify those consumers with lower than anticipated consumption. Ultimately, the correct association of multiple connections to a single property can only be ascertained by comprehensive field inspection and testing.

C. UNMETERED FIRELINES

The Department has established policies designed to minimize the abuse of unmetered firelines. Regulations specifically restrict unmetered fireline use. The Department's policy regarding Detection Check Meters provides further safeguards against abuse. WCA will, by way of physical property research, make appropriate reports to the Department should any customer be found to be out of compliance with the Rules and Regulations.

Problem # 1: Unauthorized taps on Unmetered Firelines

Problem Explanation: The existence of connections made to unmetered firelines for use other than intended represents a loss of revenue faced by all utilities. The problem can be categorized into three basic areas:

- Deliberate, illegal taps into fire systems
- Control measures on identified firelines, such as detector check meters that are inoperative or are not checked routinely
- Unmetered firelines that have no control devices to indicate usage

Solution # 1: WCA will isolate unmetered fireline abuses by researching properties with known service as well as searching for connections that are unknown to the Department. A few of the methodologies employed are:

- Focus research on recently annexed areas and within areas of the system built during periods of rapid growth.
- Research a random sample of that portion of the account population with known firelines.
- Site inspections of a property always include an inspection of the fire protection system components.
- In the case of large-scale installations with pressure alarms, a non-intrusive portable flowmeter will be utilized to verify unauthorized flow.

- Other relevant databases of information such as State or Local fire insurance records can be compared to Departmental data regarding fireline billings.
- The piping arrangement present in any location is traced and identified to the greatest extent possible.

D. OTHER SYSTEM DEFICIENCIES AND UNBILLED SERVICES

A multitude of factors impact the ability of the Department to bill correctly for its services. Other than those areas previously discussed, the following problems have been encountered in other utility systems. Other unbilled or misbilled usage can be the result of the following situations:

- Incorrect Account Data
- Abuse of Submeter Allowances
- Unknown Accounts

Problem # 1: Incorrect Account Data

Problem Explanation: An example of this type of problem is as follows. A building is served by an unmetered fireline. However, the Customer Information System has no record of this data. Therefore, the Department may be losing revenue because of incorrect account data.

Solution # 1: Standard operating procedure utilized by WCA via its field research techniques is to verify all existing account data against actual property configurations. In that all account data is verified with the physical property configurations, discrepancies are noted and communicated to the Department by way of a Formal Work Order.

Problem # 2: Abuse of Submeter Allowances

Problem Explanation: Submeters allow credits for wastewater charges due to non-returned water to the sanitary system. Submeters for such uses as irrigation, processes and coolant towers provide reasonable usage credits to end users. However, if they are not properly installed, configured and monitored they can be abused. The net result of such situations is that the Department may not receive the appropriate remuneration for wastewater services.

Solution # 2: WCA will undertake a study of all known Submeter Account billings within the Customer Information System. All such properties will be researched to determine the validity of these credits with respect to credit calculations, and the appropriateness of those accounts receiving such credits.

Problem # 3: Unknown Accounts

Problem Explanation: Most major utilities have experienced growth by way of annexations of existing systems. If the accounting data from these acquired systems was not correct during the conversion, the probability is high that subsequent corrections to this data

may not have been made. Also, if the utility has experienced billing system conversions, some accounts tend to be lost during the conversion. Unknown accounts produce no revenue for the utility, while adding to the unaccounted-for water loss equation.

Solution # 3: Standard operating procedure for WCA field crews is to make checks of adjacent properties while performing selected field research. WCA's standard operating procedure utilizes radio-dispatched crews to perform field research. WCA's office staff uses a computer link to the Customer Information System to retrieve current account data. Communication between office staff and field personnel enables WCA to verify information on adjacent properties which may be unknown.

E. STORMWATER

A multitude of factors impact the ability of the municipality to bill correctly for its services. The following problems have been encountered while performing Stormwater studies for previous clients. In general, problems can be grouped into the four major categories listed below:

- Incorrect Account Data
- Unknown Customers
- Unauthorized credits
- Incorrect Impervious Area

Problem # 1: Incorrect Account Data

Problem Explanation: An example of this type of problem is as follows. A building is physically located within the boundaries of the Client's geographic area. However, a code is set which identifies its location in a neighboring service area. Therefore, the Department may be missing the fee from the property because of incorrect account data.

Solution # 1: Standard operating procedure utilized by WCA via its field research techniques is to verify all existing boundary areas with locations in the field. In that all account data is verified with the physical property configurations, discrepancies are noted and communicated to the Department by way of a Formal Work Order.

Problem # 2: Unknown Customers

Problem Explanation: An existing customer in the service area is not listed in the billing database, resulting in unbilled service.

Solution # 2: WCA will undertake a study of the service area to determine if all customers are correctly identified in the utility billing system. If discrepancies are noted, each will be submitted to the City for review.

Problem # 3: Unauthorized Credits

Problem Explanation: If a credit to billing is allowed by the City on a certain account, and the premise on which the credit is based is flawed, then underbilling results. For example, if credit for onsite retention is allowed and the basis for the calculation of the credit is wrong, then the billing is wrong.

Solution # 3: All such properties receiving credit will be reviewed and if errors are noted, then each case will be submitted to the City for review by way of a Work Order.

Problem # 4: Incorrect Impervious Area

Problem Explanation: Stormwater billings on commercial accounts are most often driven by the number of imperious area square feet on the parcel. If that number is understated, then the billing is understated.

Solution # 4: WCA will verify the impervious area of properties whose stormwater billing is driven by a unique measurement and calculation for a property. If errors are noted, data will be gathered in the field and a Work Order submitted to the City for review.

The Importance of the Criteria which Determine Utility Billing

A clear understanding of the billing policy of the City is absolutely critical to the success of the project. A lack of understanding will result in two things. The first is missed opportunity, defined as lower than expected discovery of Increased Revenue. The second is that submittals which are tendered to the City for review will be incorrect and thus rejected. An error in billing on an Account cannot be ferreted out without first gaining a working knowledge of the way things should be.

In the experience of WCA, no two utility clients apply exactly the same set of criteria to determine customer fees for water, wastewater and stormwater service. In all contracts entered into by the Company, all applicable sources of client billing reference information are carefully researched to determine the *intended billing methodology*. These include (but are not limited to) Statute, Charter, Ordinance, Rate Study, billing policy, special case rules, and finally, the utility billing software utilized by the client. The understanding gathered in this process enables WCA to correctly and fairly analyze individual customer billings and to recommend only those changes and corrections that fit within existing City guidelines. These guidelines determine both billings going forward in time as well as any appropriate retroactive billings. This same

methodology will be applied by WCA for the City. The Company's knowledge of utility systems is extensive. Therefore, WCA is well suited to accomplish the goals of this project. The City can be assured that WCA will only recommend account changes that are in accord with the intent of the City in determining customer fees.

Confidentiality Agreement

WCA agrees to comply with the requirements of laws and applicable ordinances concerning confidentiality of utility customer records.

Proposed schedule for completing the work

Data access through read only link and the data download process (described in Section 4, Task I. Step 1.) is a function of the City - over which WCA has no control. Because this period of time is impossible to forecast, it is not included in the Contract Term.

"Notice to Proceed" is defined as the written notification by the City to WCA to initiate Work. This notification is issued upon the successful receipt and conversion of Account data from the City by WCA. The date of the Notice to Proceed shall mark the initiation of the Contract Term.

Contract Term - It is anticipated that the period of time necessary for the "Work", (described in Section 4, Task I. Steps 2-8 and Task II.) for this project is one year. It is recommended that the City include renewal options to be exercised if it so desires. Because every Contract undertaken by WCA in years past has proven to be unique – in terms of results and the amount of time necessary to produce those results - adequate opportunity for the City to achieve maximum benefit must be allowed.

Insofar as the day to day and week to week schedule is concerned, WCA will gear the frequency of reports, updates and submittals of Work Orders according to the limitations, requests and requirements of the City.

Section 4. PROJECT IMPLEMENTATION

Summary

WCA offers solutions to municipal governments large and small to improve the billing accuracy for all services while preserving public resources. A primary objective is to partner with key staff personnel of the governmental entity to identify causes of, and implement remedies for, system inaccuracies and deficiencies that adversely affect the accuracy of customer fees.

ISI originated, and is the number one provider of the service whereby private industry provides a revenue enhancement program at no cost to municipal utilities, with compensation strictly contingent on contract performance. The history of the company dates back to the first ever contract of the nature contemplated by the City in this RFP. This first project was initiated in March of 1989 for the City of Houston. Subsequent to that time, WCA has established itself as the number one provider of the service, having successfully conducted or in the process of conducting identical projects for numerous governmental entities nationwide.

System Concept and Solution

The Study work shall consist of 3 general tasks and 13 specific steps that involve actions and decision points of the utility and of WCA. The steps are shown below in written form to explain the detail of each, and a flow chart diagram is included to illustrate the process. Mobilization of this project can be accomplished within thirty (30) days and the discovery phase is expected to be complete within one year and should the revenue opportunity justify additional work, extension years could be utilized.

Good communication is a key to the success of this project. A "start work" meeting shall be conducted with key members of each affected Department. Objectives are spelled out, an overview of the *method of approach* is discussed, and a clear chain of command and reporting is determined. Guidelines for subsequent updates can be established as well. An operational methodology based on good clear communication facilitates maximum production for the City.

TASK I – IDENTIFY AND ANALYZE

Step 1: **Account Data Information Gathering and Review**
Account data is accessed in two ways, first, a download of raw unjoined data run at a consistent point in time each month and second, an electronic link for review of real time data. All necessary data queries

and reports are created and run by WCA personnel on WCA computers with no City staff time requirement.

(1) Download
   (a) WCA will meet with the City IT representative to identify those needed data fields from the CIS schema to be included in the download.
   (b) City generates a script (stored routine) that writes raw unjoined tables of data to a file.
   (c) This file is run at whatever time of day or day of the month is convenient for the City.
   (d) WCA retrieves this file in whatever method is most advantageous for the City (portable hard drive, FTP, etc.)
   (e) This download is run monthly for the duration of the project, as it is used for initial investigation and to monitor the collection of Individual Service Revenue and thus to determine compensation.

(2) Electronic link – this resource enables WCA to gather current account information. Real time information is obtained through this *read only* password protected modem link to the CIS. This information link allows the rapid reference to additional unique pieces of information not contained in the download described above. By gaining access to real time data in this manner, any related City staff time requirement is eliminated.

Data that is typically reviewed includes; historical consumption and billing data as well as standard customer information such as; service address, customer name, meter number, billing codes, unit count, meter installation date, sewer surcharge level, etc. Once this customer account information is in hand, WCA begins the task of adapting its proprietary computer software by **designing a custom front end unique to Syracuse**. Queries and sort routines that facilitate the identification of unbilled and misbilled service revenue are tailored to Syracuse account data. These adaptations allow WCA to effectively utilize Utility data in whatever format it may be available. The company's investment in development costs of over $450,000 has yielded proprietary software that is flexible, adaptable and custom built for studies of this nature for the Water, Wastewater, Stormwater and Solid Waste industries. It operates independently of the CIS, and in no way impacts the integrity of that data. The analysis of account data in this manner, which is unlike other less effective methods utilized by others, provides significant benefit to the City, including at least the following;

1) Quantity of revenue produced
2) Quality of discoveries and corrective action stand the test of time
3) Accuracy of quantifying revenue enhancement

4) WCA is committed to isolate the more difficult account problems (unknown or unlisted taps and connections), rather than merely the obvious

Step 2: **Account Information Analysis Criteria**

WCA analyzes the reliability of the account data as it relates to billing, identifying those key fields that could negatively impact billing if entered incorrectly. Twenty six years of experience has shown many of these criteria to be standard from one City to the next. However, every City has its own unique combination of factors that ultimately determine a customer billing. Therefore, WCA will perform a comprehensive study of the City's rates, Ordinances, Resolutions, billing policies and operational practices to clearly understand the correct method. Armed with this understanding, WCA will review customer accounts for instances of no bills, underbilling and over billing on an individual basis to identify increase revenue opportunities. The accuracy of CIS data pertinent to billing is critical to the success of the project. Typical account data and data analysis criteria include the following:

1) Service codes and resultant billing drivers
2) Meter size, age, type and total recorded flow
3) Meter repair history and frequency
4) User classification, whether commercial, industrial, multi-family or residential
5) Number of units and calculated consumption per unit
6) Property flow and demand characteristics and how those factors compare with consumption
7) Property geographic location as it relates to water, wastewater and solid waste collection service areas
8) Consumption analysis including monthly, quarterly and annual averages from year to year
9) Consumption patterns and trends that indicate failed meters
10) Comparison of usage to consumers with like profiles
11) Comparison of property type and/or classification to the appropriate billing rate
12) Meter read/reread history

The Utility's historical data is essential to Step 2 and is the basis upon which the remaining steps are predicated.

Step 3: **Internal Property Selection Report**

WCA produces a Property Report of suspect locations from the data analysis process described in Step 2. This "first cut" report provides a list of accounts ear-marked for further research. Each account record is scrutinized for additional facts that can validate account problems as probable.

Step 4: ***DECISION POINT:***

A preliminary survey of work to be performed is conducted to maximize efficiency and to prioritize the work. Based on this preliminary review, WCA selects properties from the initial analysis for field work.

Step 5: **Field Work Selection Report**

WCA prepares a Field Work Selection Report that identifies the individual accounts and in some cases areas to be researched in the field. WCA submits the report to the Utility for review and approval. This step informs the Utility of WCA's intended field operations, and the location of its personnel within the system.

Step 6: **Field Work Order Issued**

After the Project Manager approves the Field Work Selection Report, WCA issues a Field Work Order to its field personnel. This document will be completed on site and is used to confirm all current property data. All causes of revenue loss will be explored including: meter inaccuracy, service theft, unmetered fire lines, wastewater service problems, coding problems, billing accuracy, and unlisted connections or meters. Generally, customers like seeing water utility representatives in the field. This field research typically promotes confidence to the customer that the utility is properly maintaining the system.

Step 7: **Field Research & Account Documentation**

Field personnel conduct site visits to research the property for all information required on the Field Work Order, often including, but not limited to, the following information:

1) Date and time of research
2) Type of property
3) Classification of water service
    a. Domestic
    b. Fire
    c. Irrigation
    d. Process
4) Approximate building square footage
5) Number of dwelling units
6) Current and historical occupancy information
7) Meter location, ID #, size, manufacturer and type
8) Current meter reading
9) Preliminary evaluation of meter's operating condition
10) Individual contacted
    a. Name
    b. Title
    c. Telephone number
    d. Hours of availability

Note: Additional fieldwork is frequently required subsequent to the initial contact. Follow-up research may be necessary to:

- Insure positive customer relations
- Confirm short period and off peak period use
- Gain access to specific locations previously denied

Step 8: ***DECISION POINT:*** **Potential Revenue Enhancement**
Once field account analysis and field work are complete, WCA selects specific accounts with the potential for revenue enhancement for submission to the City. Accounts not selected will be filed systematically for future reference.

TASK II – QUANTIFYING REVENUE ENHANCEMENT

Step 9: **Formal Work Order submission**
WCA will submit to the Utility a Formal Work Order on an account-by-account basis with complete documentation where additional revenue recovery is possible. This report provides complete and accurate documentation for use by the City to update and correct customer records. The document is a report produced by the WCA software, written specifically for Syracuse. Included in this standard document is the projection of incremental revenue increase. *This projection is essential to the utility, in that accurate projections must be in hand before decisions can be made as to the relative importance of problem correction and as to the cost effectiveness of the remedy.* This projection is supported by precise calculations that are based on the property analysis and the analysis of the meter or meters in question. In addition, when required and where conditions permit, WCA will provide electronic flow measurement utilizing a non-pipe intrusive Transit Time Flowmeter. Measurements from the flowmeter serve to verify and document unauthorized flow through unmetered fire lines, for example, and serve to confirm the accuracy of large meters. This capability enables more accurate projections, and therefore is a substantial benefit to the utility in TASK II. The Formal Work Order typically includes the following support documentation:

1) Historical and current account data
2) Property Selection Report
3) Field Research Report
4) Notes, sketches, test results, photographic evidence
5) Discovery notes and comments
6) Recommended corrective action

All problems noted in the system are mapped by address in the mapping software to determine the frequency and location of problems in the system.

Step 10: ***DECISION POINT:***
The City will review the Formal Work Order and approve WCA's recommended changes. The City retains the ultimate unilateral right to

approve each Formal Work Order submitted. Any Formal Work Order not initially approved will be returned to WCA for additional work and resubmission, and/or filed for future reference.

TASK III – COORDINATING THE IMPLEMENTATION AND EXECUTION OF CORRECTIVE ACTION

Step 11: **Corrective Action**

Following Formal Work Order approval, the necessary changes will be made to the account. These changes fall into two broad categories; changes in billing and changes to the physical service. WCA will assist the utility by coordinating the necessary activities and/or procedures between the various disciplines by acting as liaison to resolve issues that might otherwise stalemate the remedy. Examples of this assistance: generating interdepartmental correspondence, preparing letters for City signature that notify customers, as well as the assimilation of signed hardcopy for archive purposes. Water Company of America takes great pride in its ability to work cooperatively with our utility partners to ensure follow-through with corrective action.

If the remedy requires field work, the City shall determine whether it will timely accomplish the task or assign the work to WCA. If assigned, WCA will prepare a detailed line item budget identifying resource requirements including labor, material, equipment, markup and a project schedule and specific procedures for correcting the situation. All field analysis and scheduling will follow City scheduling and operating procedures and be accompanied by City staff from the respective divisions affected.

Should the Department choose, WCA could accomplish the necessary physical changes in the field. Should this prove to be an option exercised by the Department, an effective method to utilize increase revenue generated by the project can be employed to accomplish meter repair or change-out, when that is required.

Step 12: **Identified New Revenue on Accounts**

Once the change to the account is complete, the Utility will identify (flag) the account in the Utility Billing Database as one to which WCA is eligible for participation in a share of increase revenue.

Step 13: **Reports and Proposed Revenue Sharing Plan**

WCA compiles and delivers a monthly report (Detailed Revenue Report) to the City that details the collected revenue for the period and calculates WCA compensation. This amount is based on actual account collection. The collection activity is monitored from the same monthly download of account data identified in Step 1. The revenue report is generated on an

account-by-account basis, for review and approval by the Department. This eliminates the need for the utility to expend the resources necessary to write a computer program to accomplish the task, while reserving to the utility the approval authority for the disbursement of increase revenue. The monthly report summarizes each month's activity and typically includes the following information:

1) Formal Work Order approval date
2) Account number
3) Formal Work Order Number
4) Service address
5) Billing period/counter
6) Increase revenue calculation
7) WCA Share of Increase Revenue

In addition and if desired by the City, WCA will prepare a Status Report, on a frequency determined by the City. This custom report details those specific pieces of information meaningful to the City related to the documentation of revenue findings. This report is not "canned" but is tailored to the needs and desires of the City. This approach to reporting, as well as to final reporting at the contract end is possible because the full picture of an account is available from one database source; history, findings, discovery notes, type of find, type property, corrective action, problem resolution, and records of Increase Revenue collections over time. This information is available for inclusion on any requested report, monthly or otherwise – on demand. This flexibility has been very well received by managers in past. This approach to the typical need for progress reporting is significantly more meaningful to the client than a "one size fits all" approach offered by others.

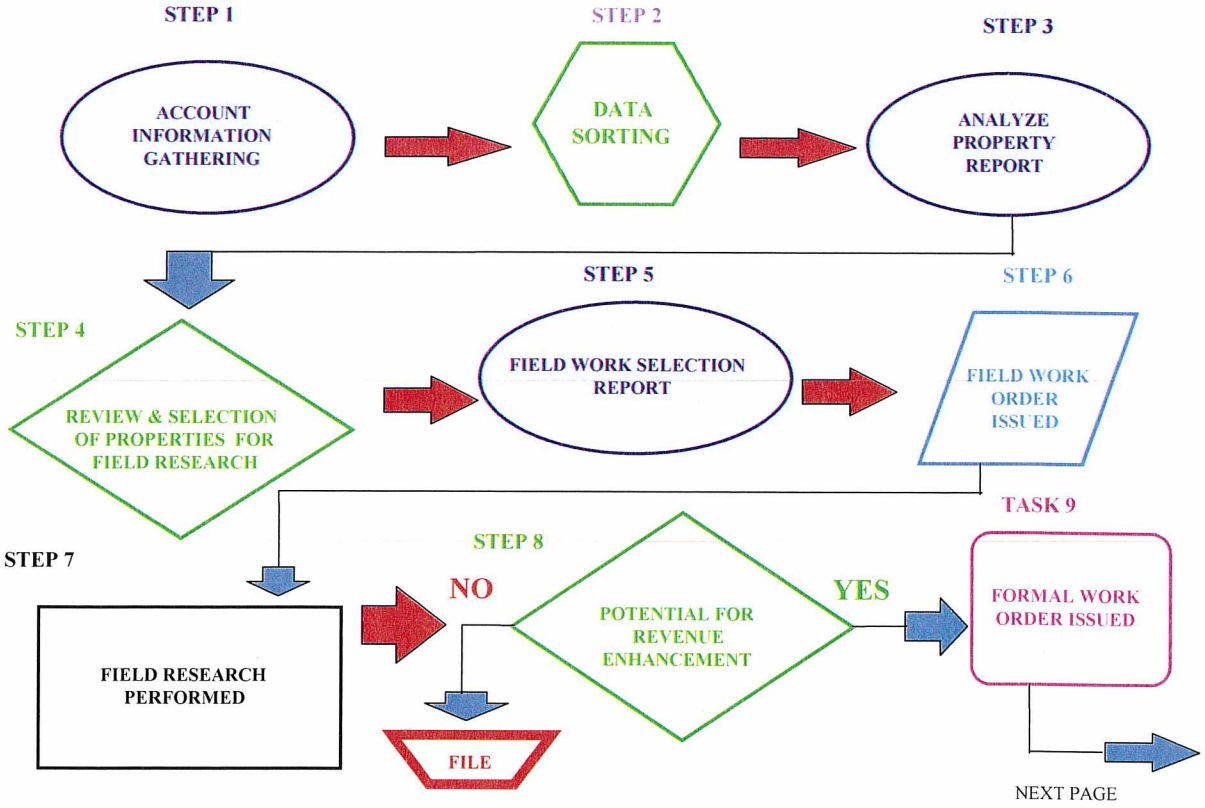
WCA will prepare a Final Report on the specific results of the project including an assessment of existing billing and metering practices and an estimate of annual recovery by area of deficiency.

Confidentiality Agreement (reference TASK I, Step 1 above)

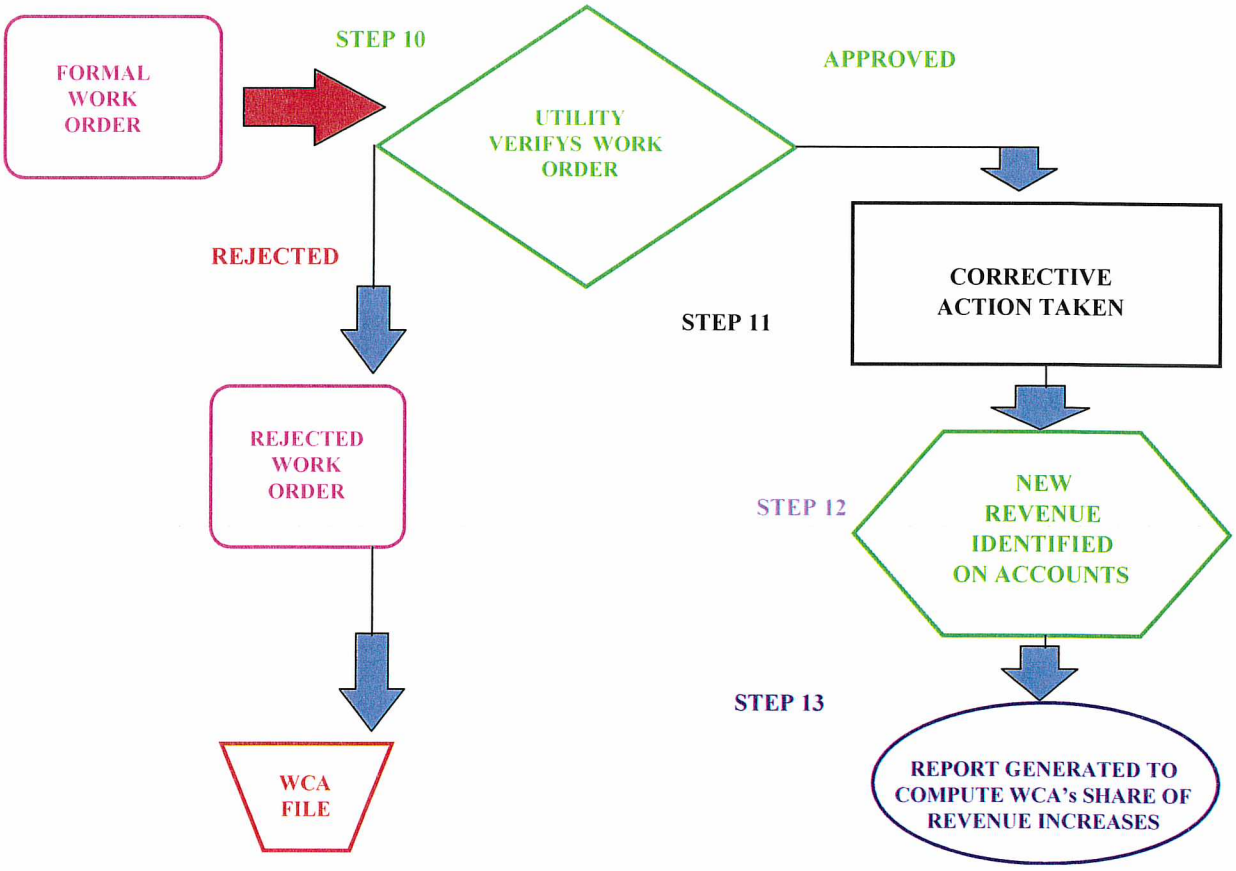
WCA agrees to comply with the requirements of laws concerning confidentiality of utility customer records, including without limitation applicable Syracuse Municipal Code or any other applicable ordinances of the City.

The above 13 tasks are illustrated in the following flow diagram charts on the following two pages:

PROGRAM TASK PROCESS - RESPONSIBILITIES OF WCA



PROGRAM TASK PROCESS - RESPONSIBILITIES OF THE UTILITY



The WCA program utilizes technical work methods conducted in an efficient manner and designed to optimize revenue impact without disruption to normal operating procedures of the Utility. All WCA field operations will be conducted in a manner consistent with requirements imposed by the Utility on its own personnel. Some of the basic WCA rules of operational conduct are listed below.

- WCA will advise the Utility of all fieldwork performed.
- WCA will conduct all operations to comply with applicable Department procedures.
- WCA employees will adhere to all applicable safety requirements of City and the WCA.
- WCA will insure that property conditions affected by field research activity will be returned to original or better than original condition.
- WCA vehicles will be clean and clearly marked with the Company Logo.
- WCA employees will be uniformed.
- WCA employees will display identification badges affixed to the employee's uniform.
- WCA employees will at all times maintain a neat and clean appearance that represents the professionalism of the Utility and WCA.
- WCA employees will exhibit a courteous and polite manner when dealing with any customer of the Utility.

Section 5. PRICE PROPOSAL

REVIEW OF UNBILLED OR MISBILLED UTILITY SERVICES FOR THE CITY OF SYRACUSE

PRICE PROPOSAL

For any work performed by the proposer which results in increased revenue for the City of Syracuse in accordance with the provisions of the RFP, the proposer shall be paid sixty percent (60%) percent of all increased revenue for a term of thirty-six (36) months thereafter.

For the purpose of this RFP, increased revenue shall mean the difference between the amount of monthly income received by the City on an account, subsequent to and prior to corrective action being taken, based on the Proposer's recommendations on all unbilled or misbilled utility services provided by the City.

The proposer is responsible for all direct and indirect costs associated with the performance of the work necessitated under this RFP, except for service and meter installations, replacements, and repairs, which shall be performed by the City.

WITNESSETH:

(Signature)	(Signature)
(Print name)	(Print name)

ATTEST:

ISI Water Company	Steve Hooper
(Firm name)	(Signature)
4-25-16	Steve Hooper
(Date)	(Print name)

NOTE: Proposer shall enclose this Price Proposal with the Proposer's RFP response.

COUNCIL AGENDA

June 28, 2016

Agenda Item **#e** Discussion and review of Syracuse City utility bill.

Factual Summation

- Any question regarding this agenda item may be directed at City Finance Director Stephen Marshall or City Manager Brody Bovero.
- This item was added to the agenda for review at the request of the City Council.

Background

- The City currently has a utility bill that collects all city utilities and the North Davis Sewer District utility.
- The City Council has shown interest in modifying the utility bill to show it as a dual bill and to add the North Davis Sewer District logo to the bill.
- Here are some options that we are looking at:
    - Option 1: - Breakout NDSD and Syracuse City into separate subtotals.
    - Option 2: - Breakout NDSD and Syracuse City into separate subtotals. Add headers for each entity.
    - Option 3&4: - Put an * next to the sewer charge and have a box below that has the NDSD logo and have it say something like "North Davis Sewer District charges. For questions please call 801-825-0712." Different locations are provided.
- We have provided examples of revised utility bills for your review. This is only a draft and could be changed and modified as the council wishes.

Option 1

Syracuse City Corporation
1979 West 1900 South
Syracuse, Utah 84075
Phone: 801-825-1477

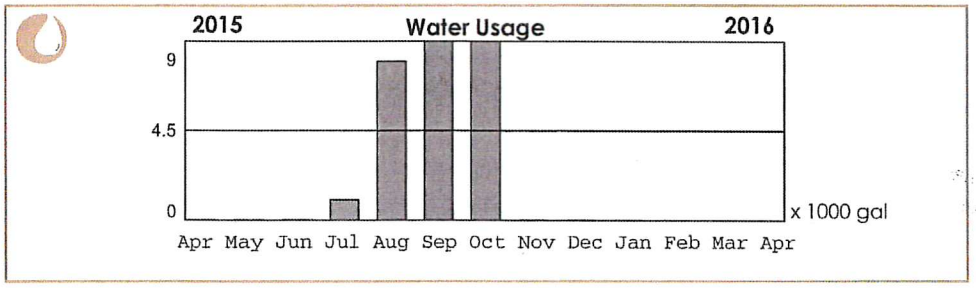
Office Hours
8 a.m. to 5 p.m. Weekdays

Due Date	**05/25/16**
Account No.	11.1.390.02
Service Address:	

7129 **********MIXED AADC 840

44

Previous Reading		Present Reading	Total Usage
10/15/15	902	0	0



Please plan to join us for our Memorial Day ceremony to be held May 30th at 8:00 am at the Syracuse cemetery.

Total Amount

NDSD Sewer Disposal Fee	$15.50
North Davis Sewer Total	$15.50
Culinary Water	$16.50
Sewer Maintenance	$5.30
Garbage	$9.95
Green Waste	$6.50
Storm Water	$4.55
Secondary Water	$15.50
Park Maintenance	$2.93
Street Lighting	$1.32
Penalty Fee	$0.00
Syracuse City Total	$62.55
Current Month Total Charges	$78.05
Prior Period Balance	$78.05
Adjustments	$0.00
Payments	$78.05CR
PAY THIS AMOUNT	$78.05

For your convenience, pay your bill online at www.syracuseut.com
Payments received after the 25th of the month may not reflect on your next statement.

▲ DETACH HERE ▲ PLEASE RETURN LOWER PORTION WITH YOUR PAYMENT ▲ DETACH HERE ▲

Direct Pay - Do Not Pay

Syracuse City Corporation
1979 West 1900 South
Syracuse, Utah 84075
Phone: 801-825-1477

ACCOUNT NUMBER:
11.1.390.02

Payment Due Date	Amount Due
05/25/16	**78.05**

SERVICE ADDRESS:

Amount Paid

Option 2

Syracuse City Corporation
1979 West 1900 South
Syracuse, Utah 84075
Phone: 801-825-1477

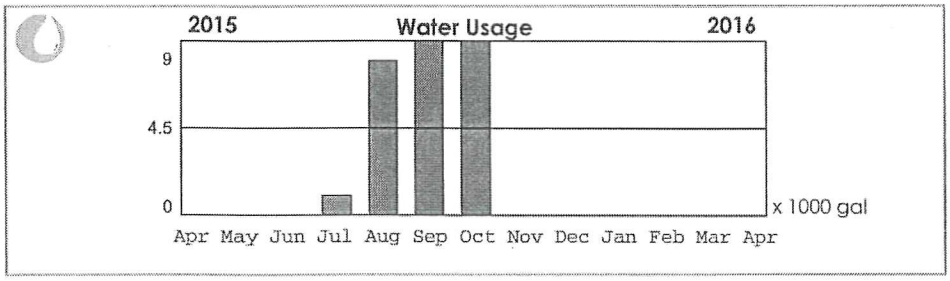
Office Hours
8 a.m. to 5 p.m. Weekdays

Due Date	**05/25/16**
Account No.	11.1.390.02
Service Address:	

7129 **********MIXED AADC 840

44

Previous Reading		Present Reading	Total Usage
10/15/15	902	0	0



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Garbage	$9.95
Green Waste	$6.50
Storm Water	$4.55
Secondary Water	$15.50
Park Maintenance	$2.93
Street Lighting	$1.32
Penalty Fee	$0.00
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05/25/16	**78.05**

SERVICE ADDRESS:

Amount Paid

Option 3

Syracuse City Corporation
1979 West 1900 South
Syracuse, Utah 84075
Phone: 801-825-1477

Office Hours
8 a.m. to 5 p.m. Weekdays

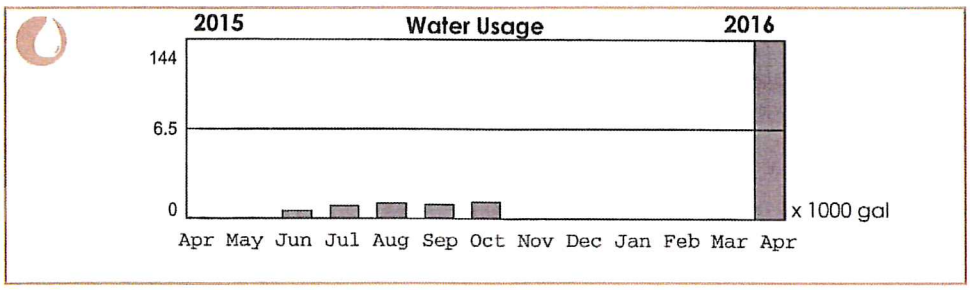
Due Date	**05/25/16**
Account No.	5.2.045.03
Service Address:	

6632 **********SCH 3-DIGIT 840

41

SHUTOFF DAY: {May 18, 2016}
PAST DUE must be paid by: 5/17/16.

Previous Reading		Present Reading		Total Usage
10/07/15	2066	04/14/16	2210	144



Please plan to join us for our Memorial Day ceremony to be held May 30th at 8:00 am at the Syracuse cemetery.

Total Amount	
WATER	248.90
*SEWER	20.80
GARBAGE	9.95
STORM SEWER	4.55
SECONDARY WATER	15.50
PARK MAINT	2.93
STREET LIGHTING	1.32
PENALTY	20.00
CURRENT MONTH TOTAL CHARGES	323.95
Prior Period Balance	143.10
Adjustments	.00
Payments	.00
PAY THIS AMOUNT	**467.05**

*North Davis Sewer District Charges.
For questions please call 801-825-0712.

For your convenience, pay your bill online at www.syracuseut.com
Payments received after the 25th of the month may not reflect on your next statement.

▲ DETACH HERE ▲ PLEASE RETURN LOWER PORTION WITH YOUR PAYMENT ▲ DETACH HERE ▲

Syracuse City Corporation
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Phone: 801-825-1477

ACCOUNT NUMBER:
5.2.045.03

SHUTOFF DAY: {May 18, 2016}
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Payment Due Date	Amount Due
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SERVICE ADDRESS:

Amount Paid

Syracuse City Corporation
1979 West 1900 South
Syracuse, Utah 84075
Phone: 801-825-1477

Option 4

Office Hours
8 a.m. to 5 p.m. Weekdays

Due Date	**05/25/16**
Account No.	5.2.045.03
Service Address:	

6632 **********SCH 3-DIGIT 840

41

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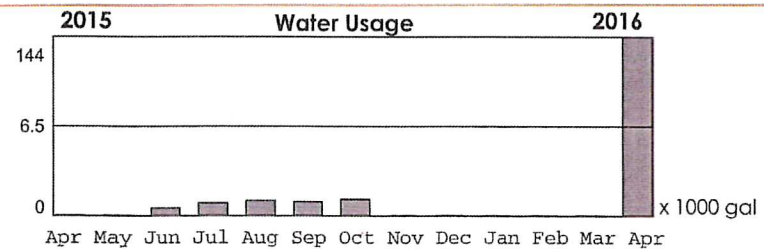

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Payment Due Date	Amount Due
05/25/16	**467.05**

SERVICE ADDRESS:

Amount Paid

COUNCIL AGENDA

June 28, 2016

Agenda Item **"f"** Utility Rate and Cost Allocation Policy

Factual Summation

- Any questions about this agenda item may be directed at City Manager Brody Bovero .

  Please review the following attachments:

  a. Working Draft of Utility Rate and Cost Allocation Policy.

Background

- Since January, the Council has discussed the issue of pricing internal services, and whether utility rates should be set at a rate that covers all of the direct and indirect costs of the service.

- As directed by the Council, a draft policy is attached for your consideration. The draft is a working document that will serve as a basis for the discussion of policy on June 28th.

- The purpose of the discussion is to determine what the Council feels is the best policy for the City, as it relates to this issue.

Discussion

- The Council has discussed several options related to whether utility user charges should cover all costs, or whether tax revenue should be used to off-set the utility rates. In previous discussions, the Council favored a policy that allows the City to use tax revenue to pay for a portion of the utility expenses.

- There has been a policy discussion centered on the City "donating" administrative services at no charge, or at a reduced charge.

- Another policy discussion centered on the Council's ability to use tax revenues to fund capital projects for utilities.

- While either of these approaches, or a combination of both, can be adopted by the Council, the attached working draft focuses on the Council's ability to use tax revenue to fund capital projects and debt costs.

SYRACUSE CITY

Utility Fees & Cost Allocation Policy

(DRAFT)

PURPOSE

The purpose of this policy is to outline the City's policy on the establishment of customer rates and the allocation of costs for enterprise funds related to public utilities, including water, secondary water, sewer, storm sewer, and solid waste collection.

AUTHORITY

Under subsection 10-6-135(3)(f) of Utah Code and the provisions of the Uniform Accounting Manual for Utah Cities, the City Council has the authority to establish, through its budgetary process, a reasonable allocation of costs between the enterprise fund and other funds that provide staff or other support to the enterprise fund.

GENERAL POLICY FOR UTILITY USER CHARGES

User charges for utility services, including water, secondary water, storm sewer, sewer, and solid waste collection, shall be set at rates sufficient to cover all direct and indirect operating and maintenance costs, and when possible, also cover capital, reserve/working capital and debt service costs. Overhead expenses and general administrative services provided to the enterprise activities shall be included as indirect costs. Rates will be set so the enterprise fund balance is never below zero during the year. The City Council, in its sole discretion, may choose to utilize general fund monies for utility capital improvements or debt service costs, according to authorizations provided under state law.

PERIODIC REVIEW OF RATES

At least once every three years, the Finance Director will conduct a review of utility rates for each utility provided by the City. The review will include an analysis of the following for each fund:

- Planned capital improvements to be made within the next 5 years.

- Projected direct operational and maintenance costs for the next 5 years.
- Projected indirect costs for the next 5 years.
- Maintenance of minimum working capital.
- Projected debt service costs.
- Analysis of the extent that projected revenues at current utility rates will cover the projected costs over the next 5 years.
- Competitive analysis of utility rates of similar cities.

Upon completion of the analysis, the Finance Director will provide a report to the City Council for consideration. The City Council may use this information in determining user rate levels.

PRICING INTERNAL SERVICES

Internal services include all services provided by the city government in support of the utility service operations. For example, the City government may provide accounting, payroll, IT, and human resources services to the utility. These services come at a cost, which is counted as part of the operational costs of the utility.

At least every 3 years, the basis for pricing of internal services will be reviewed. In determining the methodology for establishing the pricing for these services, the City will weigh the cost and time needed to accurately determine the pricing versus the accuracy of the pricing itself. Extraordinary costs should not be incurred if reasonable pricing structures can otherwise be determined.

The following is an outline on the methodology that will be used to determine the pricing of internal services:

- The Finance Director will conduct an evaluation of the percentage of time each employee has spent, or reasonably will spend, on each of the utility services being provided by the City.
- Based on the allocation of time, the Finance Director will take a percentage of the budgeted wages, benefits, and operating costs associated with each of those employees, and multiply the total budgeted amount by that percentage.
- In addition, the Finance Director will conduct an evaluation of non-personnel expenses that are incurred internally, and are related to the provision of the utility services. An allocated or pro-rated share of those expenses will be applied based on the percentage of such expenses that are related to utility services.
- Both the personnel-related and non-personnel costs are then added together and applied to each utility fund based on the allocation of time that has been calculated.

Comment [BB1]: Question 3: This service can be done by the Finance Director, or via consultant services. The difference being cost and dedicated time available to conduct the research. What would the Council's preference be?

DEPRECIATION COSTS

Depreciation costs are non-cash expenses that show the cumulative deterioration of infrastructure over its estimated useful life. The City funds depreciation costs, which in turn help offset the cost of replacing infrastructure as it ends its useful life period. The City will determine the cost of depreciation by following process:

- The known historic cost of installed infrastructure will be documented as the basis for depreciation.
- The expected life of installed infrastructure will be determined through an analysis by the Public Works Director and Finance Director, utilizing nationally accepted engineering and accounting methods, taking into account materials used, usage (wear & tear) levels, and other relevant criteria.
- The historic costs will be divided by the expected lifetime to determine the estimated depreciation costs.

COUNCIL AGENDA

June 28, 2016

Agenda Item **"h"** **Master Planned Community Zone – Jensen Annexation**

Background:

Woodside Homes is in the process of annexing over 200 acres into the city – the property they will develop is in a unique location on the south side of the WDC alignment (the highway is on track for a 2022 construction). The development that the developer is proposing doesn't fit any zone that we have in ordinance. In exchange for working with the developer to craft a zone that maximizes the development potential of the site – the developer is proposing handing over free-of-charge 50 acres to the city. This is land we would use for a city park (this in addition to the nearly 1.5 million dollars we would collect in park impact fees across the life of the project).

There are many different avenues that we can take to accomplish setting up the development criteria, and in reviewing how these opportunities were handled across the state historically - it is staff's recommendation to craft a new zoning ordinance specifically applicable to this real-estate. This new zoning ordinance would go hand in hand with a development agreement and development plan both of which will layout in great detail what the property is entitled to build – and specify the standard to which the developer must build to.

Attachments

- Development/Entitlement/Annexation schedule
- MPC Zone Draft

Planning Commission Recommendation

We are asking that the council instruct the PC to begin reviewing the new zoning ordinance, and begin the process of bringing the new ordinance to the council requesting that the PC follow the schedule outlined therein.

Chapter 10.xx
Master Planned Community Zone (MPC)

Sections:

10.xx.010 Purpose.
10.xx.020 Permitted uses.
10.xx.030 Conditional uses.
10.xx.040 Minimum lot standards.
10.xx.050 Off-street parking and loading.
10.xx.060 Signs.
10.xx.070 Special provisions.

10.xx.010 Purpose

The purpose of this zone is to maximize the development quality of large tracts of undeveloped land that will afford opportunities for a more cohesive design and well thought out development pattern than may occur with smaller acreage development projects. The intent is to create superior single family neighborhoods with ample common spaces shared by all residents.

10.xx.020 Permitted uses.

The following, and no others, are uses permitted by right provided the parcel and/or building meet all other provisions of this title and any other applicable ordinances of Syracuse City.

(A) Accessory uses and buildings (200 square feet or less).
(B) Agriculture.
(C) Churches, synagogues, and temples.
(D) Dwellings, single-family.
(E) Educational services.
(F) Household pets.
(G) Minor home occupations.
(H) Public and quasi-public buildings.
(I) Public parks.
(J) Residential facilities for persons with disabilities.

10.xx.030 Conditional uses.

The following, and no others, may be conditional uses permitted after application and approval as specified in SCC 10.20.080:

(A) Accessory uses and buildings (greater than 200 square feet) (minor) (min lot size of 8,000 sf)
(B) Day care centers (major). (min lot size of 8,000 sf)
(C) Dwellings, accessory (major/minor, see SCC 10.30.020).
(D) Temporary commercial uses (see SCC 10.35.050) (minor).

10.xx.040 Minimum lot standards.

All lots shall be developed and all structures and uses shall be placed on lots in accordance with the following standards.

Uses	SFD-10000	SFD-8000	SFD-5600	SFD Cluster
Minimum Lot Area (SF)	10,000	8,000	5,600	3,000
Minimum Lot Width (LF)	90	70	56	42
Minimum Front Yard to Living Space or Open Porch (LF)	15	15	15	10
Minimum Front Yard to Street Facing Garage (LF)	20	20	20	10
Front Yard Setback Varaition	5	5	5	3
Minimum Interior Side Yard (LF)	10	8	8	5
Minimum Street Side Yard (LF)	15	15	15	10
Minimum Rear Yard (LF)	20	15	15	10
Maximum Building Height	35	35	35	35
Off Street Parking	2	2	2	2.5

SFD-10000 – To be used in the cul-de-sacs and least dense areas of the subdivision.
SFD-8000 – To be used as needed throughout the subdivision.
SFD-5600 – To be used adjacent to SFD-Cluster or arterial/collector roads.
SFD-Cluster – To be used adjacent to major intersections and along arterial and collector roads.

10.xx.050 Off-street parking and loading.

Off-street parking and loading shall be provided as specified in Chapter 10.40 SCC. [Ord. 15-24 § 1 (Exh. A); Ord. 11-02 § 1 (Exh. A); Ord. 08-07 § 1 (Exh. A); Ord. 06-27; Ord. 06-17; amended 1991; Code 1971 § 10-12-050.]

10.xx.060 Signs.

The signs permitted in this zone shall be those allowed in residential zones by Chapter 10.45 SCC. [Ord. 15-24 § 1 (Exh. A); Ord. 11-02 § 1 (Exh. A); Ord. 08-07 § 1 (Exh. A); Ord. 06-27; Ord. 06-17; amended 1991; Code 1971 § 10-12-060.]

10.xx.070 Special provisions.

- Minimum acreage for MPC zone: 50
- Open Space: 20% of gross project acreage shall be established as open space. Entry monuments not to be included in open space calculation. ~~, 20% common space~~. Required open space areas shall be contiguous, not a collection of remnants. Common areas may be counted as open space. Yard areas within single family detached lots that are intended as useable yard space for the individual units shall not be counted toward meeting the minimum open space

requirement. Open space areas shall not include land dedicated for schools, churches or similar civic, educational, or religious uses.

- Amenities:~~-~~ Installations such as ~~defined as~~ trails, p~~P~~icnic shelters, clubhouses, pools, basketball courts, tennis courts, community gardens, pickle ball courts, playgrounds, ~~and~~ splash pads, or other quality destinations ~~may be added by city council approval only~~ must be approved by the City Council. No resident shall be located further than 1/8 mile from an amenity. This shall be shown on a circulation plan indicating how amenities will be accessed by automobiles, cyclists, and pedestrians. The circulation plan shall be approved by the City Council with recommendation of the Planning Commission following a public hearing.
- ~~-~~Property Maintenance: One HOA is required for the entire ~~property~~ project. Contiguous, not "leftover" open spaces. Detailed plans in development agreement including planting plans showing species, scaled drawings, sidewalks, amenities.
- Architecture:~~—~~G~~g~~arage door not facing public streets, shared driveways ok. Covered font porch facing street, min size 6'x8'. Front doors facing the street and where not possible, they must face shared driveway. Varying roof heights/massing, no more than three houses in a row with < 8' roof height difference.
- Streets:~~-~~
  - A hierarchy of Local, Collector, and Arterial as specified in Transportation Master Plan shall be and determined by staff review and required accordingly. ~~Collector doesn't have right angles~~
  - Collector streets should not contain right angles and should be generally continuous, utilizing traffic calming measures such as chicanes, curb "bulb-outs", street islands, mid-block pedestrian crossings, bicycle lanes, traffic circles, or other measures approved by the City Council. All traffic calming measures shall comply with the International Fire Code.
  - Street Trees are required at a minimum interval of ~~every~~ 50 ft. ~~,~~
  - All streets must utilize the ~~use~~ low volume local cross section from city engineering standards ~~but add~~ with a minmum sidewalk width of 6 feet, increasing the standard right-of-way width from 60 feet to 64 feet.~~wide sidewalks (min 6ft). So 64' row instead of 60'~~
  - Dedicated pedestrian and cycling facilities designed to provide safe and attractive recreation opportunities are required to be included in each street right-of-way.
  - All required streetlighting shall be decorative.
  - All parksrips within 15 feet of street intersection corners must be landscaped with decorative landscaping including boulders, shrubs, decorative grasses, mulch, flagstones, decorative ground-cover other than sod, or other decorative measures approved by the City Council.
  - All dwellings on lots smaller than 5,600 square feet must be oriented with their front door facing a public pedestrian walkway or public street and must have a paved walkway to the front door which extends to the public walkway or public street. Decorative landscaping shall be included for 1.5 feet on either side of all private

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walkways leading to front doors. Where private walkways cross parkstips, decorative landscaping shall be included for 1.5 feet on either side of the walkway. Private walkways for multiple units shall not be combined.

- Block size: ~~—~~8.15.010 Design standards. Street intersections shall not be separated by more than 500 feet. Pedestrian accessways shall not be separated by more than 250 feet.
- Regional Trails: ~~—~~locations according to trails master plan and to city engineering standards.
- Sensitive Areas: ~~— Conserve wetlands, counts towards open space requirement~~ Wetland areas identified through a wetland delineation process shall be maintained and may contribute to the minimum open space area requirement.
- ~~Not managed as single owner rental complex. Owner occupied/managed.~~
- Development agreement as concept plan or annexation
- No more than 30% of the development's acreage can be 3,000 sf lots.

~~Woodside Development Draft Timeline – (dates are approximate, and stack on each other)~~

1. Create new zone
    a. Field Trip/pre-application meetings/ council appetite surveys
    b. "nod" from council for PC to work on new zone
    c. PC work meeting - 7/5/16
    d. PC work meeting – 7/19/16
    e. PC business meeting – 8/02/16
    f. CC work meeting – 8/9/16 – special work meeting?
    g. CC work meeting – 8/23/16
    h. CC business meeting – 9/13/16

2. Change GP map
    a. Application/fee – 2 weeks advance of next meeting - 9/6/16
    b. PC business meeting – 9/20/16
    c. CC business meeting – 9/27/16

3. Annexation/Development Agreement/Zoning designation/Concept Plan
    a. Application/fee - received
    b. Council accept/reject petition – 6/14/16
        i. Begins comment period
    c. Zoning will be as GP map was changed
    d. Concept Plan Input from staff/council
    e. Development/Annexation Agreement
        i. "nod" from council for PC to work on development agreement
        ii. PC work meeting – 10/04/16
        iii. PC business meeting – 10/18/16
        iv. CC work meeting – 10/25/16
        v. CC business meeting – approve 11/08/16

4. Preliminary Plat
    a. Application/fee - 2 weeks advance of next meeting – 11/01/16
    http://syracuseut.com/Portals/0/CommDev/Planning/Applications/Subdivision%20Preliminary%20Plan%203-17-15.pdf
    b. PC business meeting – 11/15/16
    c. CC business meeting – 11/22/16

5. Final Plat (One phase at a time)
    a. Application/fee – 2 weeks advance of next meeting – 11/22/16
    http://syracuseut.com/Portals/0/CommDev/Planning/Applications/Subdivision%20Final%20Plan%203-17-15.pdf
    b. PC business meeting – 12/06/16
    c. CC business meeting – 12/13/16

1. Create new zone
   a. Field Trip/pre-application meetings/ council appetite surveys
   b. "nod" from council for PC to work on new zone 06/28/16
   c. PC work meeting - 7/5/16
   d. PC work meeting – 7/19/16
   e. PC business meeting – 8/02/16
   f. CC work meeting – 8/9/16 – special work meeting?
   g. CC work meeting – 8/23/16
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2. Change GP map
   a. Application/fee – 2 weeks advance of next meeting - 9/6/16
   b. PC business meeting – 9/20/16
   c. CC business meeting – 9/27/16

3. Annexation
   a. Petition forwarded to City Council to accept for certification - Tues., June 14, 2016
   b. Contact made with County Clerk, Recorder, Survey to gain status of review process - Wed., June 15,
   c. Petition certified by City Recorder, County Clerk, Recorder, and Surveyor - NLT Wed., June 22,
   d. Notice of annexation petition mailed to affected entities - Thurs., June 23
   e. Notice of certified petition mailed to City Council, sponsor, and Davis County Comm. - Thurs., June 23,
   f. Notice advertising certification and beginning of protest period published in SE - Sun., June 26, 2016
   g. Notice of public hearing published in SE. - Sun., July 24, 2016
   h. Protest period expires - Tues., July 26, 2016
   i. Planning Commission reviews petition and forwards recommendation to City Council. - Tues, August 2,
   j. If no valid protests are filed, City Council can hold public hearing - Tues., August 9, 2016
   k. Annexation Ordinance adopted - Tues., August 9, 2016
   l. Amended articles of incorporation and certified ordinance delivered to Lt. Gov. - NLT Fri., Sept. 9, 2016
   m. Ordinance and plat filed with County Recorder and Surveyor - NLT Fri., Sept. 9, 2016
   n. Notice of approved annexation mailed to each affected entity - NLT Fri., Sept. 9, 2016

3. Development Agreement/Zoning designation/Concept Plan
   a. Application/fee - received
   b. Council accept/reject petition – 6/14/16
   i. Begins comment period
   c. Zoning will be as GP map was changed
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   b. PC business meeting – 12/06/16
   c. CC business meeting – 12/13/16

CITY COUNCIL WORK SESSION

June 28, 2016

Agenda Item "I" **Code Enforcement Regulation Updates**

In consultation with two councilmembers in a working group, we have assembled some changes for code enforcement. I anticipate bringing this item to the July 12 Business Meeting, and would appreciate any proposed edits to that section prior to its inclusion in that packet.

I will draw your attention to the main points of amendment:

1. **Parking vehicles/trailers/boats in side/back yards**

Code currently provides that a person may not park a motor vehicle, trailer or boat in a front yard area, "or on areas not improved for parking." SMC § 10.40.030(C). This requires individuals who wish to park a vehicle or trailer to do so on hard surfaces or gravel.

It is proposed that the following be done:

- Allow parking in side yards – without hard surfaces – in residential zones only, so long as the vehicle is no closer than 20 feet from the road, and does not stick out beyond the plane of the front of the house (side yard is defined as beginning at the plane). Special requirement applies for corner lots – fencing.
- Prohibit parking on unpaved surfaces for non-residential properties (businesses, industrial, etc)
- Specifically exempt tractors which are in use and parked in A-1 zones
- Allow back yard parking of operable vehicles, trailers, boats, RV's, etc in residential zones without requiring parking improvements.
- Restoration permits are limited to 2 per address, instead of per resident

If passed, this will be a significant change in code enforcement. Ken Sessions has received multiple complaints vehicles being parked in unimproved back yards, which are visible from neighboring properties.
As this is section is included in the Zoning Code, it must be referred to the Planning Commission for their input, and I anticipate adding it to their July 5 meeting.

2. **Outdoor storage, construction waste, dumpsters**

It is proposed that in addition to "solid waste," which is a term which invites argument by those having codes enforced against them, that the code declare it a nuisance to accumulate household items, indoor appliances, indoor furniture or equipment, construction waste, and demolition waste on property which is visible from the public street. A common response to an allegation that a person is storing solid waste in their yard is that it is not waste, but is valuable property. This removes that argument unless the equipment is designed for outdoor use. Thus, a refrigerator would be a violation, while a natural gas grill would not. A set of patio furniture would be permissible, while an old couch would not.

It is also recommended that allowing dumpsters or temporary storage containers on residential lots be limited to 30 days, unless the work being performed is pursuant to an active building permit.

3. Additional restrictions for heavy and long vehicles

It is recommended that two categories of heavy vehicles be created: one for vehicles over 50,000 pounds or longer than 24 feet, which can be parked in residential zones for <u>no more than 2 hours</u> (as per current code); and one for vehicles between 10,000 and 50,000 pounds, or between 20 and 24 feet in length, which can be parked in residential zones for <u>no more than 24 hours</u> (proposed code).

4. Impoundment

In case there was any doubt over whether the City could enforce its parking restrictions by impounding vehicles, this section will make it clear. It permits police or code enforcement officers to initiate tows, which will be handled in accordance with Utah law. The owner of the vehicle will be required to pay the costs of towing and storage. Those who do not pick up their vehicles within a certain amount of time will abandon the title to the tow company.

5. Parking regulation evasion

Every once in a while, a person who is contacted by code enforcement or police about a parking concern will start to "play games" and attempt to violate the spirit of the ordinance, while following the letter. This usually breaks down into fighting over technical definitions and arguments. It is hoped that this parking evasion ordinance will put a stop to this type of behavior. The most common example has been a person who moves the trailer or vehicle a short distance – moving it a few feet or parking it across the street. Another example is a person who hitches a trailer and drives it around the block, only to park it back in the same location.

These types of games demonstrate a misunderstanding of the purpose of our residential parking ordinances. These regulations do not exist in order to ensure that there is ample parking available for other visitors, as you would see in a downtown district. Rather, it is out of safety concerns and aesthetic considerations.

The proposed section would prohibit a person from moving an unlawfully parked vehicle or trailer to another public street within ½ mile of the original location of the unlawful vehicle. It would also prohibit taking a vehicle or trailer away for less than 8 hours, and then returning it to the same location (or one within ½ mile).

It is proposed that in addition to this standing in the way of asserting a defense, it also be punishable as an infraction if the person takes these actions with intent to evade. We would be required to prove that they knew of the regulations, and were attempting to skirt them by taking these actions.

It is likely that individuals will find new ways to evade the regulations (but store their vehicles/trailers on the public roads), so we may be touching up this ordinance again in the near future.

10.40.030 – General Provisions

(C) Prohibited Locations.

(1) It shall be unlawful to park a motor vehicle, trailer, or boat in a front yard or side yard ~~area~~, as defined in SCC 10.10.040, on any residential property, except as provided in subsection (5) of this section ~~or on areas not improved for parking~~.

(2) On non-residential properties, it shall be unlawful to park a motor vehicle, trailer or boat in areas not improved for parking.

Comment [PR1]: How do we want to categorize vacant lots? By their zone? As non-residential?

(3) No one shall develop any portion of a front yard, as required in this title, as a public parking area in conjunction with a permitted multifamily, commercial, or industrial use without approval by the Planning Commission at site plan review.

(4) No one shall pave or improve any portion of a required front yard, other than approved parking and driveways leading directly to or adjacent to a garage, so as to encourage or make possible the parking of vehicles therein. Residents may use paved driveways leading directly to or adjacent to a garage as an approved parking area for additional vehicles to meet the requirements of this chapter.

(5) On residential properties, vehicles and trailers may be parked in a side yard, as defined in section 10.10.040, but in no case any closer than twenty feet (20′) from the right of way. Additionally, side yard parking for corner lots may only occur if an opaque fence of at least six feet (6′) in height separates the parked vehicle from the right of way running along the side of the corner lot.

(6) The provisions of this section do not prohibit the parking of tractors kept for agricultural use on properties in the A-1 zone.

All vehicles on the property shall be licensed and operable. The owner of any vehicle that has been inoperable or unlicensed for longer than four months shall remove said vehicle from the property or store it in a completely enclosed structure, including any and all vehicle parts. If a vehicle is under restoration, the vehicle owner shall possess a current and valid restoration permit from the City Community Development Department. Restoration permits shall expire one year from the date of issuance and no ~~individual~~ address may have more than two restoration permits at any time.

6.15.010 Purpose – Conditions constituting nuisance.

(A) It is the purpose of this chapter to establish a means whereby the City may remove or abate or cause the removal or abatement of injurious and noxious weeds; and of garbage, refuse, or any unsightly or deleterious objects or structures pursuant to the powers granted to it by Title 10, Chapter 11, Utah Code Annotated 1953, and pursuant to its general power to abate nuisances. The provisions adopted herein are intended to:

(1) Prevent fire hazards;

(2) Prevent insect and rodent harborages;

(3) Prevent the introduction of hazardous pollens in the air;

(4) Prevent further spreading of vegetation that threatens the public health, safety, or welfare;

(5) Abate the existence of objects, structures, or solid waste that threaten the public health, safety, and welfare;

(6) Protect and promote the public health and safety of the community by preventing or abating conditions on real property or the structures thereon which create or maintain public nuisances.

(B) The following conditions shall constitute a nuisance subject to abatement under this chapter:

(1) Vegetation on private property which, due to its proximity to any public property or right-of-way, interferes with the public safety or lawful use of the public property or right-of-way.

(2) Weeds, grasses, or noxious vegetable growth which has grown to a height exceeding the height limitations or otherwise violating the weed control specifications and requirements under SCC 6.10.030.

(3) Vegetable waste, litter, garbage, filth, or refuse of any nature, kind, or description detrimental to health allowed to accumulate upon any private yard or area.

(4) Any property which has been allowed to become a fire hazard due to the accumulation of garbage, refuse, litter, waste products, dry or drying weeds, or any combustible materials, objects, or structures.

(5) Weeds, garbage, refuse, objects or structures that create a source of contamination or pollution of water, air, or property, a danger to health, a breeding place of habitation for insects, rodents, or other forms of life deleterious to human habitation, or that otherwise create a condition deleterious to their surroundings.

(6) Noxious weeds determined to be especially injurious to public health, crops, livestock, land, or other property.

(7) Any property where the outside storage, keeping, accumulation, or abandonment of the following ~~unsightly~~ material or objects is ~~clearly~~ visible from a public street and is not a use of property permitted or allowed under the land use code:

(a) Uncontained garbage, refuse, litter, or other solid waste;

(b) Household items, indoor appliances, indoor furniture or equipment, construction waste, or demolition waste;

(~~b~~c) Auto parts, tires, scrap metal, machinery or parts thereof, or other junk or salvage material as defined in either this title or SCC Title 10; or

(~~c~~d) Any inoperable and unlicensed vehicles.

(8) Vacant buildings or structures which have not been secured against entry by placing secured coverings on openings and which buildings are not maintained in accordance with the maintenance requirements of this code~~.~~;

(9) Dumpsters or storage containers remaining on the property for greater than thirty (30) days, unless present pursuant to a valid and current building permit;

(~~9~~10) Vegetation or structures obstructing the view of drivers of motor vehicles as prohibited by this title.

(~~10~~11) Public nuisances as defined in this title.

(~~11~~12) Other conditions involving weeds, garbage, refuse, or any unsightly or deleterious conditions, objects or structures subject to City abatement under other provisions of this code.

(C) Property owners shall be responsible for any of the above conditions existing on the area between their property line and the curb or edge of the roadway, as provided in SCC 6.10.010.

11.20.010 Purpose.

The purpose of this chapter is to prevent the creation of nuisances to neighbors and those traveling on streets within the city, which are created by the presence of trailers, heavy duty vehicles, and inoperable vehicles; any vehicle or trailer during the months of snow removal; and parking vehicles or trailers in such as way as to endanger safety, block access, impede drivers' and pedestrians' views of oncoming traffic, and render residential zones unsightly. It is intended that the owners of trailers, heavy duty vehicles and inoperable vehicles shall be required to store those items in locations other than in the public right-of-way.

11.20.0~~1~~20 Off-street parking during winter months.

In order to allow for the orderly and timely removal of snow during winter months, it shall be unlawful to park any vehicle within the public right-of-way of any street within the corporate limits of Syracuse City at any time during the accumulation or removal of snow unless special permission is granted by the Syracuse Police Department. Violation of this section shall be a Class C misdemeanor, punishable in accordance with all the provisions of law.

11.20.0~~2~~30 Parking heavy duty vehicles in residential zones regulated.

(A) The driver of a motor vehicle having a total gross weight, loaded or unloaded, in excess of 50,000 pounds, or having a total length in excess of 24 feet from the most forward point of the vehicle or its load to the most rear point of said vehicle or its load, shall not park said vehicle or allow it to stand upon any City street or public right-of-way located within a residential zone for longer than two hours.

(B) The driver of a motor vehicle having a total gross weight, loaded or unloaded, in excess of 10,000 pounds and less than 50,000 pounds, or having a total length between 20 feet and 24 feet, from the most forward point of the vehicle or its load to the most rear point of said vehicle or its load, shall not park said vehicle or allow it to stand upon any City street or public right-of-way located within a residential zone for longer than 24 hours.

(C~~B~~) In determining the total gross weight or total length as provided in ~~subsection (A) of~~ this section, the length or weight of a trailer connected or attached to or in tandem with the motor vehicle shall also be included in making such determination.

11.20.~~030~~ 040 Parking of trailers, recreational vehicles.

(A) It shall be unlawful for any person or business to park, place, store, or otherwise leave standing on any public street, public roadway, public alley or City property any unattached trailer of any type, whether for the occupancy of people, storage of items or for towing

purposes; any boat, whether the same is loaded or not on an unattached trailer or otherwise; any camper not mounted on a vehicle; any motor home or mini motor home of any length; and any combination of a pulling or towing vehicle with an attached trailer for a period longer than 24 hours.

(B) Such vehicle shall be considered to be in violation of this section if parked in any one location for longer than 24 hours, or if the vehicle has been parked in public right-of-way or streets in one or more locations within Syracuse City for longer than 24 hours, except that a permit may be obtained from the Police Department for a period not to exceed seven days for out-of-town visitors.

Parking of any such trailer or recreational vehicle on private property must not impede visibility of sidewalks and streets from adjacent driveways, nor impede vision on a corner lot for a distance of 40 feet from each of the intersecting streets.

11.20.~~040~~ 050 Parking restrictions.

It shall be unlawful to stop, stand, or park any vehicle or trailer:

(A) In such a manner so as to obstruct access upon, or use of, the entire surface of any sidewalk;

(B) Upon any street, public right-of-way, or publicly owned or controlled property, for a period of more than seven days, if the vehicle or trailer is mechanically inoperable or cannot be lawfully operated on public streets. For purposes of this subsection, "mechanically inoperable" includes, but is not limited to, flat tire, dead battery, any mechanical problem that would prohibit the immediate starting of the engine and proceeding in a normal manner. "Lawfully operated" includes, but is not limited to, having current registration and required equipment, and the absence of any physical condition which would prohibit lawful operation, such as missing or inoperable lighting;

(C) In any fire lane, or to otherwise block or obstruct any fire lane or hydrant established by the City, except as necessitated by an emergency;

(D) On any public property, other than in designated parking areas, or as legally permitted on roadways;

(E) In a manner that obstructs the delivery or retrieval of mail from a mailbox, or which obstructs refuse collection. This subsection is only applicable during times when those services are occurring or are likely to occur, and does not apply if the driver is present and moves the vehicle or trailer to avoid obstruction when such services are actually rendered; or

(F) In a manner that obstructs all or part of a public or private driveway, without permission from the driveway's owner.

(G) (1) This section does not apply to any vehicle or trailer which is owned by a governmental entity and which is being used for official government business, or to vehicles which have been authorized by the applicable highway authority to stop, stand or park in a manner otherwise contrary to this section.

(2) Such vehicles may not block access to private or public driveways, except in cases of emergency repairs, when necessary in order to provide police or fire services, or pursuant to a road or lane closure authorized by the applicable highway authority.

(3) When it is anticipated that access to private or public driveways will be blocked, the entity shall coordinate its plan with the City, and shall communicate its plan to the affected property owner, at least 24 hours prior to the time access is blocked.

11.20.060 Impoundment authorized.

Vehicles or trailers left parking or standing in violation of this chapter may be marked with a notice that the vehicle or trailer will be towed if not moved immediately. If the vehicle has not been moved to an appropriate location within two (2) hours of the notice, a peace officer or code compliance officer may direct that the posted vehicle or trailer may be removed and impounded at the owner's expense, using impoundment procedures found in Utah law.

11.20.070 Evasion of parking regulations.

(A) In residential zones, the following constitute evasion of parking regulations, and shall not avoid the regulations of this chapter or restart the calculation of time for purposes of sections 11.20.030, 11.20.040 or 11.20.060:

(1) moving a parked vehicle, motor home, or trailer from its original location on a public street, to any other location or locations on a public street within one-half (1/2) mile of the original location, if the cumulative time of the vehicle at both or multiple locations would exceed the lawful amount of time permitted at a single location; or

(2) removing an unlawfully parked vehicle, motor home, or trailer from a public street for a period of time of less than eight (8) hours, and then returning the vehicle, motor home or trailer to a public street within one-half (1/2) mile of the original location.

(B) Evasion of parking regulations shall constitute a separate offense, punishable as an infraction, if done with intent to evade the provisions of this chapter.