

Environmental Services Department

Kerrie Romanow, Director

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Delivering world class utility services and programs to improve our health, environment, and economy

City Service Areas

Environmental and Utility Services

Core Services

Natural and Energy Resources Protection

Promote enhanced air quality, environmentally responsible land use, and conservation of water and energy resources

Recycling and Garbage Services

Collect, process, and dispose of solid waste to maximize diversion from landfills and protect public health, safety, and the environment

Potable Water Delivery

Develop, operate, and maintain the City's municipal potable water system

Stormwater Management

Protect the health of the South Bay watershed through regulatory programs that prevent pollution from entering the storm sewer system and waterways

Recycled Water Management

Develop, operate, and maintain a recycled water system that reduces effluent to the Bay and provides a reliable and high quality alternative water supply





Wastewater Management

Manage wastewater for suitable discharge into the south San Francisco Bay and for beneficial reuse to protect the environment and public health

Strategic Support: Public Education, Long Range Planning, Human Resources, Facility Management, Financial Management, Information Technology Services, Clerical Support, and Materials Management



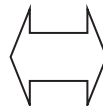
Environmental Services Department

Service Delivery Framework

Core Service		Key Operational Services
<p>Natural and Energy Resources Protection: <i>Promote enhanced air quality, environmentally responsible land use, and conservation of water and energy resources</i></p>		<ul style="list-style-type: none"> • Sustainable Energy Practices Implementation • Improved Air Quality Promotion • Implementation of Development Review and Land Use Policies • Groundwater Quality Protection and Monitoring • National Pollutant Discharge Elimination System (NPDES) Permit Implementation • Habitat Protection • Urban Environmental Accords Implementation • Environmentally Preferable Procurement Policy Implementation • Grant Development • Green Vision Implementation
<p>Potable Water Delivery: <i>Develop, operate, and maintain the City's municipal potable water system</i></p>		<ul style="list-style-type: none"> • System Operations • System Maintenance • Regulatory Compliance • Customer Service • System Expansion • System Improvements • Water Conservation
<p>Recycled Water Management: <i>Develop, operate, and maintain a recycled water system that reduces effluent to the Bay and provides a reliable and high quality alternative water supply</i></p>		<ul style="list-style-type: none"> • System Operations and Maintenance • Regulatory Compliance • Customer Connection Services
<p>Recycling and Garbage Services: <i>Collect, process, and dispose of solid waste to maximize diversion from landfills and protect public health, safety, and the environment</i></p>		<ul style="list-style-type: none"> • Waste Reduction Programs Development and Service Delivery • Customer Service and Billing Support • Collection, Processing, and Disposal Contracts Management • Education and Marketing

Environmental Services Department

Service Delivery Framework

Core Service		Key Operational Services
<p>Stormwater Management: <i>Protect the health of the South Bay watershed through regulatory programs that prevent pollution from entering the storm sewer system and waterways</i></p>		<ul style="list-style-type: none"> • Municipal Regional Stormwater NPDES Permit Compliance • Litter Reduction Program Development and Implementation • Illegal Discharge Response • Commercial, Industrial, and Construction Inspection • Water Quality Monitoring • Low Impact Development Oversight • Inter-Departmental Technical Support • Inter-Agency Collaboration • Education and Outreach • Green Infrastructure Planning
<p>Wastewater Management: <i>Manage wastewater for suitable discharge into the south San Francisco Bay and for beneficial reuse to protect the environment and public health</i></p>		<ul style="list-style-type: none"> • Source Management and Control • Operation of Treatment System and Processes • Equipment and Facilities Maintenance • Regulatory Compliance • Regulatory Development and Technical Guidance • Process Control Monitoring • System Improvements • Capital Improvements
<p>Strategic Support: <i>Public Education, Long Range Planning, Human Resources, Facility Management, Financial Management, Information Technology Services, Clerical Support, and Materials Management</i></p>		<ul style="list-style-type: none"> • Public Education • Long Range Planning • Employee Services • Facility Management • Financial Management • Information Technology Services • Clerical Support • Materials Management

Environmental Services Department

Department Budget Summary

Expected 2016-2017 Service Delivery

- Build, operate, and maintain the City's wastewater, recycled water, and potable water utility infrastructure to ensure system reliability and public health and safety.
- Promote the health of the environment and South Bay watershed through collection, treatment, and management of wastewater and stormwater runoff.
- Oversee programs to collect, recycle, and dispose of solid waste to maximize diversion from landfills and protect public health, safety, and the environment.
- Reduce the City's environmental footprint through energy efficiency, waste reduction, and environmentally preferable purchases.
- Support sustainable infrastructure, equipment, and behaviors throughout the community through education, and public-private partnerships.
- Lead implementation on four Green Vision goals (Goal 2: Reduce per capita energy use by 50 percent; Goal 3: Receive 100 percent of our electrical power from clean renewable sources; Goal 5: Divert 100 percent of the waste from our landfill; and Goal 6: Recycle or beneficially reuse 100 percent of our wastewater) and coordinate city-wide efforts on the overall Green Vision.

2016-2017 Key Budget Actions

- While the Sewer Service and Use Charge rate is proposed to increase by 5.5%, the Storm Sewer Service Charge rate will not change in 2016-2017.
- Recycle Plus rates are proposed to increase 2.5% for multi-family households due to the increased costs associated with residential haulers providing garbage and recycling services and to support service enhancements. The rates for single-family households will not change in 2016-2017.
- The 2016-2017 Proposed Budget assumes a 2.0% increase to Municipal Water System rates in order to offset increased operating costs. Staff anticipates returning to City Council no later than fall 2016 with additional recommendations related to water rates, due to the need to further track ongoing water conservation and its effects on changes in water usage as well as on the sources of wholesale water. Until that further analysis can be conducted and evaluated, the use of the Rate Stabilization Reserve is recommended in the Water Utility Fund as a temporary funding source for the program next fiscal year.
- Existing personnel will be realigned and funding will be added to consolidate and enhance the City's efforts to address illegal dumping, expanding the current program city-wide. Also, funding will support the third phase of the single-family residential garbage conversion program, commonly referred to as "back-end processing," to roughly 70% of the City's total single-family residences, projected to result in a city-wide single-family waste diversion increase from approximately 45% to 60%. Further funding will expand single- and multi-family large item collection program levels.
- With the addition of five technical positions, resources will be available to support the delivery of approximately \$1.4 billion in Water Pollution Control Plant capital projects over the next ten years.

Operating Funds Managed

- | | |
|--|---|
| <input type="checkbox"/> Integrated Waste Management Fund | <input type="checkbox"/> Sewage Treatment Plant Connection Fee Fund |
| <input type="checkbox"/> San José-Santa Clara Treatment Plant Income Fund | <input type="checkbox"/> Sewer Service and Use Charge Fund |
| <input type="checkbox"/> San José-Santa Clara Treatment Plant Operating Fund | <input type="checkbox"/> Storm Sewer Operating Fund |
| | <input type="checkbox"/> Water Utility Fund |

Environmental Services Department

Department Budget Summary

	2014-2015 Actual 1	2015-2016 Adopted 2	2016-2017 Forecast 3	2016-2017 Proposed 4	% Change (2 to 4)
Dollars by Core Service					
Natural and Energy Resources Protection	\$ 708,739	\$ 720,534	\$ 719,559	\$ 719,559	(0.1%)
Potable Water Delivery	28,330,240	36,236,478	37,289,673	37,729,702	4.1%
Recycled Water Management	3,041,631	4,508,322	4,480,931	4,590,890	1.8%
Recycling and Garbage Services	102,116,247	108,152,855	110,152,458	117,272,601	8.4%
Stormwater Management	8,490,372	10,189,097	10,107,952	10,107,952	(0.8%)
Wastewater Management	66,851,007	77,888,408	77,636,096	78,637,445	1.0%
Strategic Support	7,504,302	8,020,993	8,176,861	8,595,112	7.2%
Total	\$ 217,042,538	\$ 245,716,687	\$ 248,563,530	\$ 257,653,261	4.9%
Dollars by Category					
Personal Services					
Salaries/Benefits	\$ 64,032,774	\$ 75,447,749	\$ 77,538,964	\$ 78,709,302	4.3%
Overtime	2,374,714	873,314	973,314	973,314	11.5%
Subtotal	\$ 66,407,488	\$ 76,321,063	\$ 78,512,278	\$ 79,682,616	4.4%
Non-Personal/Equipment					
Total	150,635,050	169,395,624	170,051,252	177,970,645	5.1%
Total	\$ 217,042,538	\$ 245,716,687	\$ 248,563,530	\$ 257,653,261	4.9%
Dollars by Fund					
General Fund	\$ 284,593	\$ 967,474	\$ 906,735	\$ 1,272,274	31.5%
Integrated Waste Mgmt	102,810,592	108,241,326	110,197,826	117,002,508	8.1%
Sewer Svc & Use Charge	845,215	1,045,405	923,398	1,341,649	28.3%
SJ/SC Treatment Plant Oper	73,008,957	83,891,568	84,098,176	85,209,484	1.6%
Storm Sewer Operating	9,289,251	11,157,288	10,961,843	10,961,843	(1.8%)
Water Utility	28,105,772	36,000,386	37,119,132	37,509,083	4.2%
Capital Funds	2,698,158	4,413,240	4,356,420	4,356,420	(1.3%)
Total	\$ 217,042,538	\$ 245,716,687	\$ 248,563,530	\$ 257,653,261	4.9%
Authorized Positions by Core Service					
Natural and Energy Resources Protection	4.97	4.29	4.94	5.94	38.5%
Potable Water Delivery	34.68	36.25	36.61	38.11	5.1%
Recycled Water Management	14.05	14.00	13.45	13.95	(0.4%)
Recycling and Garbage Services	46.17	44.19	43.60	47.60	7.7%
Stormwater Management	39.93	38.92	38.42	38.42	(1.3%)
Wastewater Management	327.15	349.35	339.98	345.98	(1.0%)
Strategic Support	47.00	49.00	49.00	50.00	2.0%
Total	513.95	536.00	526.00	540.00	0.7%

Environmental Services Department

Budget Reconciliation

(2015-2016 Adopted to 2016-2017 Proposed)

	Positions	All Funds (\$)	General Fund (\$)
Prior Year Budget (2015-2016):	536.00	245,716,687	967,474
Base Adjustments			
One-Time Prior Year Expenditures Deleted			
● Single-Family Large Item Collection Pilot		(850,000)	0
● Water Pollution Control Plant Filter Maintenance		(475,000)	0
● Paint Shop Spray Booth System Replacement		(450,000)	0
● Engine Generator Controls Replacement		(400,000)	0
● Electrical Engineering Contractual Services		(183,104)	0
● ESD Safety Review: Storm Sewer, Municipal Water, Integrated Waste Management		(150,000)	0
● Municipal Water System Vehicles		(100,000)	0
● Municipal Water Office Administration Support Staffing		(61,097)	0
● Burrowing Owl Habitat Conservation		(60,000)	0
● Water Pollution Control Plant Capital Improvement Program Staffing		(42,000)	0
● District 5 Enhanced Beautification Days		(18,000)	(18,000)
● Electric Vehicle Lease Renewal		(6,000)	0
● Stormwater Compliance Program/Trash Reduction Staffing		(1,500)	0
● Water Conservation Staffing	0.00	0	(48,876)
● Elimination of Silicon Valley Energy Watch 2015 grant staffing (limit-dated through March 31, 2016)	(2.00)	0	0
● Elimination of June 30, 2016 limit-dated positions:			
- 1.0 Analyst I/II	(1.00)	(149,724)	0
- 1.0 Chemist	(1.00)	(96,637)	0
- 1.0 Laboratory Technician I/II	(1.00)	(75,340)	0
- 1.0 Senior Industrial Process Control Specialist I/II	(1.00)	(200,506)	0
- 2.0 Staff Specialist	(2.00)	(218,407)	0
- 2.0 Wastewater Mechanic I/II	(2.00)	(177,672)	0
- 2.0 Wastewater Operator I/II/III	(2.00)	(186,036)	0
One-Time Prior Year Expenditures Subtotal:	(12.00)	(3,901,023)	(66,876)
Technical Adjustments to Costs of Ongoing Activities			
● Salary/benefit changes and the following position reallocations:		3,188,738	(4,823)
-1.0 Analyst I/II to 1.0 Staff Specialist			
-1.0 Analyst I/II to 1.0 Staff Specialist			
-1.0 Aquatic Toxicologist to 1.0 Environmental Laboratory Supervisor			
-1.0 Environmental Services Specialist to 1.0 Planner III			
- 2.0 Network Technician I/II to 2.0 Network Technician I/II/III			
-1.0 Secretary to 1.0 Senior Office Specialist			
-3.0 Senior Instrument Control Technician to 3.0 Instrument Control Technician III			
-1.0 Staff Technician to 1.0 Staff Specialist			

Environmental Services Department

Budget Reconciliation

(2015-2016 Adopted to 2016-2017 Proposed)

	Positions	All Funds (\$)	General Fund (\$)
Base Adjustments			
Technical Adjustments to Costs of Ongoing Activities			
-1.0 Supervising Applications Analyst to 1.0 Department Information Technology Manager			
-1.0 Supervising Environmental Services Specialist to 1.0 Associate Engineer			
● Addition of 2.0 Environmental Services Specialist for Silicon Valley Energy Watch 2016 grant staffing (includes a shift of 0.65 FTE from special funds to the General Fund for grant-related work; grant expires December 31, 2018)	2.00	0	0
● Single-Family Dwelling garbage contract		1,331,656	0
● Multi-Family Dwelling garbage contract		909,354	0
● Wholesale water		750,000	0
● Yard Trimmings/Street Sweeping contract		661,321	0
● Municipal Water System overtime		100,000	0
● Custodial services contract		55,233	0
● Electric vehicle two-year lease renewals		12,000	0
● City facilities waste collection		10,562	9,960
● Street Sweeping Services		(23,698)	0
● Vehicle maintenance and operations		117,000	1,000
● Professional development program		1,000	0
● Gas and electricity		(365,300)	0
Technical Adjustments Subtotal:	2.00	6,747,866	6,137
2016-2017 Forecast Base Budget:	526.00	248,563,530	906,735
Budget Proposals Recommended			
1. Single-Family Dwelling Waste Materials Processing - Phase III		4,000,000	0
2. Single-Family Dwelling Large Item Collections		1,850,000	0
3. Illegal Dumping Rapid Response Program	3.00	775,177	135,461
4. Multi-Family Dwelling Large Item Collections		245,000	0
5. Neighborhood-Led Beautification Days		180,000	180,000
6. Water Pollution Control Plant Staffing	5.00	532,956	0
7. Digester Roof Painting		350,000	0
8. Water Pollution Control Plant Administrative Claims and Master Agreement Negotiations	1.00	418,251	0
9. Municipal Water Billing System Licensing		298,000	0
10. South Bay Water Recycling and Municipal Water Regulatory Compliance Staffing	1.00	139,058	0
11. Watershed Protection Staffing	1.00	107,068	0
12. Customer Information System Utility Billing Support Staffing	1.00	69,966	0

Environmental Services Department

Budget Reconciliation

(2015-2016 Adopted to 2016-2017 Proposed)

	Positions	All Funds (\$)	General Fund (\$)
<hr/> Budget Proposals Recommended <hr/>			
13. Municipal Water Office Administration Support Staffing	1.00	69,255	0
14. South Bay Water Recycling Vehicle		40,000	0
15. Enterprise Asset Management Team Support and Portable Generators Replacement		15,000	0
16. Silicon Valley Energy Watch Staffing	1.00	0	0
17. Water Supply and Conservation Staffing	0.00	0	50,078
Total Budget Proposals Recommended	14.00	9,089,731	365,539
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2016-2017 Proposed Budget Total	540.00	257,653,261	1,272,274

Environmental Services Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
1. Single-Family Dwelling Waste Materials Processing – Phase III		4,000,000	0

Environmental and Utility Services CSA
Recycling and Garbage Services

This action provides ongoing funding of \$4.0 million for the sorting and processing of waste materials collected from single-family residences, commonly referred to as “back-end processing”, prior to landfill conveyance, with the goals of significantly increasing the amount of materials recycled and diverting waste sent to the landfills. The third phase of this effort will implement this service in an additional 30% of the city, increasing the residences served from approximately 40% to approximately 70%. This phase will cover single-family residences in the east and north portions of San José. Under State guidelines, cities and counties must meet a diversion rate of 50% and future mandates require a 75% or better rate by 2020. The City’s Green Vision Goals include a diversion-rate goal of 100% by 2022. Phase I of back-end processing that was phased in 2014-2015 increased diversion in first phase locations from 37% to 83% since implementation, while Phase II implemented in 2015-2016 is anticipated to increase diversion in second phase locations from 25% to 77%. With the implementation of Phase III, diversion in third phase locations, which is an expansion of locations in the district that was part of second phase implementation, is also projected to increase to 77%, while the overall city-wide waste diversion from single-family residences would increase from 29%, as it was prior to implementing any back-end processing phases, to 60% by the end of 2016-2017. The cost will be partially offset by a \$1.4 million reduction in disposal costs (recognized separately as part of the Integrated Waste Management Source and Use Statement). (Ongoing costs: \$4,000,000)

2. Single-Family Dwelling Large Item Collections		1,850,000	0
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Environmental and Utility Services CSA
Recycling and Garbage Services

This action provides ongoing funding of \$1.9 million for Single-Family Dwellings (SFDs) for limited, free-of-additional-charge, on-call curbside collection of large items, such as mattresses, furniture, appliances (including refrigerators), tires, and boxed smaller items. This collection program will allow for up to two three-item pickups (for a total of six items) annually for each SFD and is a key component of the City’s strategy to reduce illegal dumping in San José. Since this program began in October 2015, approximately 7,800 free collections have been completed (as of February 2016), and it is anticipated that over 20,000 collections will be used by the end of 2015-2016. This enhanced program would allow for approximately 70,000 three-item, free-of-charge collections across the City in 2016-2017, and outreach to the community will also be enhanced. No-/low-cost outreach efforts are being leveraged for high-value effects, and include methods such as, but not limited to: social media, web pages, and radio/television communications; flyers and bus shelter prints; knock ‘n’ talks and door hangers; neighborhood association meetings; and tabling activities at major events. Communications are conducted in multiple languages where appropriate. (Ongoing costs: \$1,850,000)

Environmental Services Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
3. Illegal Dumping Rapid Response Program	3.00	775,177	135,461

Environmental and Utility Services CSA
Recycling and Garbage Services

This action adds non-personal funding (\$300,000 one-time and \$100,000 ongoing) and 1.0 Supervising Environmental Services Specialist position as well as realigns existing personnel (shift 2.0 Maintenance Worker II positions from the Transportation Department to the Environmental Services Department (ESD), with 1.0 remaining in the General Fund and 1.0 shifting from the Storm Sewer Operating Fund to the Integrated Waste Management (IWM) Fund) to implement an enhanced illegal dumping rapid response program that provides a more concerted response to illegal dumping and diverts materials from landfills, consistent with the City's integrated waste management plan. In addition, as a Base Budget adjustment referenced in the City-Wide Expenses section of this document, the management of \$150,000 in an ongoing General Fund appropriation for this program will be shifted from the Planning, Building and Code Enforcement Department to ESD. This program was piloted in 2015-2016 and also analyzed as part of the What Works Cities Initiative. The reconfigured program recommended in this proposal incorporates the lessons learned from the pilot.

The Supervising Environmental Services Specialist will work across the City organization on strategies to focus and coordinate illegal dumping-related activities, including hot spot cleanup coordination with the contracted hauler; the commercial illegal dumping route managed by Republic Services; residential and commercial street sweeping, in coordination with DOT; coordination with the Homeless Encampment Team; coordination with other agencies impacted by illegal dumping in San José; and leveraging resources and strategies of other organizations and agencies that support efforts to address illegal dumping. The Maintenance Workers will respond to illegal dumping complaints from the public, including addressing abandoned shopping carts; provide illegal dumping coordination services for waste that cannot be removed by hauler trucks or waste that cannot go to the landfill, including household hazardous waste; address the cleanup of larger dump sites; and oversee labor from the County's judicial community service programs.

The additional \$400,000 and existing \$150,000 funding will expand the initial illegal dumping hot spot focus areas to cover the rest of the City for at least three years, increasing from approximately 13 square miles that were covered in the pilot program; continue complaint-driven responses as needed; and consolidate other illegal dumping activities, such as contractor street sweeping and neighborhood clean-up coordination. All non-hazardous items collected in this program will be processed for recyclables in order to divert these materials from landfills. During the first two months of the hot spot pilot program, approximately 32 tons of illegally dumped material were collected and 550 sites were cleaned by the contracted hauler.

The new position costs to the IWM Fund and \$100,000 in ongoing funding will be funded by AB 939 fees that are allocated to implement the City's integrated waste management plan to divert materials from landfills. The additional one-time funding of \$300,000 has been identified from the Household Hazardous Waste (HHW) Revenue from the County funding source (AB 939 fees allocated to household hazardous waste), which realized a significant one-time increase in 2015-2016 and will support funding of \$100,000 per year for three years. In a recent study of illegal dumping sites, approximately 15% of sites had household hazardous waste items that could not be dumped at landfills.

Environmental Services Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
3. Illegal Dumping Rapid Response Program			
<p>This action is part of a larger City-wide effort to help reduce illegal dumping, which includes: Single-Family Dwelling Waste Materials Processing – Phase III; Single-Family Dwelling Large Item Collections; Multi-Family Dwelling Large Item Collections; and Neighborhood-Led Beautification Days. (Ongoing costs: \$484,781)</p>			
4. Multi-Family Dwelling Large Item Collections		245,000	0
<p><i>Environmental and Utility Services CSA</i> <i>Recycling and Garbage Services</i></p> <p>This action provides ongoing contractual services funding of \$245,000 for Multi-Family Dwellings (MFDs) to increase the service levels of this program for large item collections at MFD locations. Large item collections are projected to increase in 2016-2017 due to staff's focus on enhancing community visibility of the City's large item collection programs, in addition to now allowing MFD residents to contact the hauler directly. (Ongoing costs: \$245,000)</p>			
5. Neighborhood-Led Beautification Days		180,000	180,000
<p><i>Environmental and Utility Services CSA</i> <i>Recycling and Garbage Services</i></p> <p>This action adds one-time funding of \$180,000 to expand neighborhood clean-ups by providing for up to six neighborhood-led beautification days for each of the City's ten Council Districts in 2016-2017. For each beautification event, it is assumed that six 40-cubic yard bins, one CRT/e-waste bin, and one metal-only bin would be provided. The events would be staffed by Council District staff and neighborhood groups, rather than City departmental staff. Such beautification days enable San José residents to dispose of unwanted items, but also have a broader impact in providing an important tool to deter illegal dumping, reduce criminal activity associated with signs of disorder, and otherwise enhance the quality of life for many struggling neighborhoods. This enhancement will bolster the current city-wide Neighborhood Clean-Up program that rotates through all neighborhoods once every three years. (Ongoing costs: \$0)</p>			
6. Water Pollution Control Plant Staffing	5.00	532,956	0
<p><i>Environmental and Utility Services CSA</i> <i>Wastewater Management</i></p> <p>This action adds 1.0 Industrial Electrician, 2.0 Instrument Control Technician I, 1.0 Senior Industrial Process Control Specialist I, and 1.0 Wastewater Operator I positions at the Water Pollution Control Plant (WPCP) for various capital improvement projects. These positions are necessary to carry out projects included in the City Council-approved Plant Master Plan, which identified more than 100 major capital improvement projects to be implemented at the WPCP over a 30-year planning period to address aging infrastructure, future regulatory requirements, population growth, sea-level rise, and treatment process improvements. (Ongoing costs: \$614,905)</p>			

Environmental Services Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
7. Digester Roof Painting		350,000	0
<i>Environmental and Utility Services CSA</i> <i>Wastewater Management</i>			
<p>This action provides funding of \$350,000 per year for five years to sandblast and repaint digester roof interiors at the WPCP. It has been more than 10 years since the roofs have been inspected and painted, and external inspections have shown significant signs of corrosion. This funding will allow for the repainting of one digester roof per year until the future digester rehabilitation Capital Improvement Program project commences in 2019. (Ongoing costs: \$350,000)</p>			
8. Water Pollution Control Plant Administrative Claims and Master Agreement Negotiations	1.00	418,251	0
<i>Environmental and Utility Services CSA</i> <i>Strategic Support</i>			
<p>This action adds 1.0 Supervising Environmental Services Specialist (SESS) position limit-dated through June 30, 2017 and provides one-time funding of \$300,000 for consultant support to assist with the WPCP administrative claims and Master Agreement negotiations. The SESS will serve as the City's single point of contact with staff from other agencies and will help to ensure consistent communications during the mediation and negotiations process with the tributary agencies. An external financial consultant (\$100,000) will help with performing financial analyses and a consultant with experience in wastewater contract negotiations (\$100,000) will review possible impacts related to resolution of the administrative claims and proposed changes to the Master Agreement. In addition, a neutral third party mediator (\$100,000) will help move all parties towards a successful resolution of all outstanding disputes. In-house legal services from the City Attorney's Office will also be required, but will be absorbed with existing funding. Costs for the financial consultant, neutral third-party mediator, wastewater consultant, and SESS will be shared between the Owner Agencies (City of San José and City of Santa Clara) based on their ownership interest in the WPCP. The total cost for the neutral third-party mediator is estimated to be \$200,000 and the Owner Agencies' share shall be no more than 50% of the total mediation costs, with the tributary agencies paying their respective share of mediation costs directly to the external mediator. (Ongoing costs: \$0)</p>			
9. Municipal Water Billing System Licensing		298,000	0
<i>Environmental and Utility Services CSA</i> <i>Potable Water Delivery</i>			
<p>This action provides one-time funding of \$298,000 to keep the Municipal Water System's old billing system software license active through 2016-2017. Due to the transition to the new Customer Information System (CIS) billing system, it was initially anticipated that the old billing system would no longer be necessary, and therefore, software licensing for the old system was not budgeted beyond 2015-2016. However, use of the old system is expected to be needed beyond that timeframe to fully access past records, as necessary. (Ongoing costs: \$0)</p>			

Environmental Services Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
10. South Bay Water Recycling and Municipal Water Regulatory Compliance Staffing	1.00	139,058	0
<i>Environmental and Utility Services CSA</i>			
<i>Potable Water Delivery</i>			
<i>Recycled Water Management</i>			
<p>This action adds 1.0 Environmental Inspector II position and provides funding of \$40,000 for a vehicle, both of which will support a regulatory compliance program for South Bay Water Recycling (SBWR) and the Municipal Water System (Muni Water). This position will begin implementation of a program that will: 1) monitor sites using recycled water for compliance under the State's permit system; and 2) monitor Muni Water customer sites that do not have backflow prevention devices in accordance with the State's requirement of conducting periodic inspections of such connections. (Ongoing costs: \$108,751)</p>			
11. Watershed Protection Staffing	1.00	107,068	0
<i>Environmental and Utility Services CSA</i>			
<i>Wastewater Management</i>			
<p>This action adds 1.0 Senior Environmental Inspector position to the Source Control section of the Pretreatment Program in the Watershed Protection Division. This position will provide additional oversight in the division that will be needed for the expanded workload resulting from the U.S. Environmental Protection Agency and City audit findings. The Senior Environmental Inspector will: manage the Industrial User Identification and Inventory, Dental Amalgam Inspection, and Pretreatment Compliance and Revenue Sampling programs; co-manage the Pretreatment Inspection and Enforcement programs; oversee the Surveillance Monitoring and Revenue Billing programs; and oversee compliance of the Pretreatment Program with the City's National Pollutant Discharge Elimination System wastewater permit. (Ongoing costs: \$115,004)</p>			
12. Customer Information System Utility Billing Support Staffing	1.00	69,966	0
<i>Environmental and Utility Services CSA</i>			
<i>Recycling and Garbage Services</i>			
<p>This action makes permanent 1.0 Senior Office Specialist position in the Business and Civic Services section of the Integrated Waste Management Division to continue administrative and customer service support to the CIS, a utilities billing and customer information management system that went live in July 2015. This position will ensure that the City's hauler payments are timely and accurate, that customer information is maintained and continuously up-to-date, thereby ensuring accurate billing, and provide ongoing support of Recycle Plus hauler invoicing functions, which include: preparing custom hauler invoices; gathering field activity data from the four Recycle Plus haulers and updating the data management application; assisting in contract management oversight and supporting potential enforcement actions; and assisting the CIS business team in reconciling hauler service payments and customer billing information issues. (Ongoing costs: \$70,666)</p>			

Environmental Services Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
13. Municipal Water Office Administration Support Staffing	1.00	69,255	0

Environmental and Utility Services CSA

Potable Water Delivery

This action makes permanent 1.0 Senior Office Specialist position in the Water Resources Division (Muni Water) for office administration support. This position will coordinate payment of wholesale water invoices; draft correspondence with other local agencies; assist in trending water consumption data; create and manage purchase orders; provide primary telephone support by addressing questions and directing calls; assist with office management, including supplies and facilities management; coordinate work orders and facility maintenance with other departments; provide support to customer service staff, as necessary, by assisting with navigation of the utility's billing system; and assist with the Water Conservation program by providing customer assistance and handling general questions regarding the WaterSmart program. (Ongoing costs: \$69,949)

14. South Bay Water Recycling Vehicle		40,000	0
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Environmental and Utility Services CSA

Recycled Water Management

This action provides funding of \$40,000 for a sport utility vehicle to support South Bay Water Recycling (SBWR) engineering and regulatory compliance operations. The vehicle will allow staff to complete site visits for contractors requesting permits for use of recycled water in the SBWR service area of San José, Santa Clara, and Milpitas; review sites installing or modifying Recycled Water systems; perform water shut-offs; provide operation and maintenance engineering support and water quality monitoring; and provide support to line breaks, illegal discharges, or other emergencies. (Ongoing costs: \$4,000)

Environmental Services Department

Budget Changes By Department

Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
15. Enterprise Asset Management Team Support and Portable Generators Replacement <i>Environmental and Utility Services CSA</i> <i>Potable Water Delivery</i> <i>Recycled Water Management</i> <i>Wastewater Management</i>		15,000	0

This action increases ESD's non-personal/equipment funding for vehicle maintenance and operations related to the Enterprise Asset Management (EAM) Team Support and Portable Generators Replacement proposals, as described in the Public Works Department section of this document. The EAM Team Support proposal reallocates funding for 1.0 Network Engineer position and 2.0 Information Systems Analyst positions between the Vehicle Maintenance and Operations Fund and various capital funds and adds 1.0 Senior Systems Applications Programmer in the Vehicle Maintenance and Operations Fund to better align and augment the Department's Technology Services Section EAM team. The added position will provide crucial support and ensure continuity of service from the EAM team to the Fleet and Facilities Maintenance Divisions of the Public Works Department. In addition, one-time funding is included for the replacement of four portable generators that are non-compliant with emission standards and are more than fifteen years old. (Ongoing savings: \$5,100)

16. Silicon Valley Energy Watch Staffing <i>Environmental and Utility Services CSA</i> <i>Natural and Energy Resources Protection</i>	1.00	0	0
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This action makes permanent 1.0 Environmental Services Specialist position limit-dated through December 31, 2018 in the Sustainability and Compliance Division for work primarily related to small- and medium-sized business outreach as part of the Silicon Valley Energy Watch Program. This position is funded through a grant from the Pacific Gas and Electric Company (PG&E), as approved by the City Council on December 15, 2015 and executed through December 31, 2018, the budget for which is included in the City-Wide Expenses section of this document. This position will coordinate with PG&E and City staff to develop outreach and program materials; present to business groups in targeted zip codes; contact businesses in the field to assist with energy-efficiency measures; perform preliminary energy assessments at businesses; and track progress toward participant and energy reduction goals. (Ongoing costs: \$0)

Environmental Services Department

Budget Changes By Department



Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
17. Water Supply and Conservation Staffing	0.00	0	50,078
<i>Environmental and Utility Services CSA</i>			
<i>Potable Water Delivery</i>			
<p>This action shifts funding in 2016-2017 for 0.10 Deputy Director and 0.10 Supervising Environmental Services Specialist positions in the Water Resources Division to the General Fund to support city-wide water conservation efforts and planning efforts to recharge local aquifers with recycled water. Because the current funding sources are utility-specific, the responsibility and level of participation for these positions can only be focused on Municipal Water System customers. With the shifts to the General Fund, these positions, in combination with other City General Fund staff, will be able to advance city-wide efforts related to the development of water supplies (e.g. direct and indirect potable reuse) and water conservation, which benefit all customers and residents within City boundaries. These efforts include local and regional water supply planning and coordination; outreach related to water supply and conservation programs; coordination with all water retailers and water wholesalers; and leading inter-departmental coordination on reducing City water use. (Ongoing costs: \$0)</p>			
2016-2017 Proposed Budget Changes Total	14.00	9,089,731	365,539

Environmental Services Department

Performance Summary

Natural and Energy Resources Protection

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 (Energy) % of energy used at the Water Pollution Control Plant that is renewable	37%	39%	38%	38%
 (Water) % of Municipal Water System customers demonstrating water conservation knowledge*	N/A*	78%	85%	N/A*

* Data for this measure is collected on a biennial basis via survey. The next surveys are scheduled for 2015-2016 and 2017-2018. No survey was conducted in 2014-2015.

Activity and Workload Highlights





	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
City-Wide Renewable Energy Generation	29%	24%	31%	33%

Environmental Services Department

Performance Summary

Potable Water Delivery

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 % of water samples meeting or surpassing State and federal water quality standards	99.8%	100%	99.8%	100%
 Ratio of Municipal Water System (MWS) average residential water bill to weighted average residential water bill of other San José water retailers*	67%	<100%	51%	<100%
 % of customer service requests handled within 24 hours**	N/A**	78%	74%	N/A**
 % of MWS customers rating service as good or excellent, based on reliability, water quality, and responsiveness**	N/A**	78%	71%	N/A**

* San José water retailers include San José Water Company and Great Oaks Water Company.

** Data for this measure is collected on a biennial basis via survey. The next surveys are scheduled for 2015-2016 and 2017-2018. No survey was conducted in 2014-2015.

Activity and Workload Highlights






	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
Millions of gallons of water delivered per year to MWS customers	7,217	7,500	6,400	6,800
Total number of MWS customers	26,946	27,000	27,000	27,150

Environmental Services Department

Performance Summary

Recycled Water Management

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 Millions of gallons of recycled water delivered annually	4,922	5,000	4,451	4,509
 % of time recycled water quality standards are met or surpassed	100%	100%	100%	100%
 % of wastewater influent recycled for beneficial purposes during the dry weather period*	19.65%	15.00%	19.00%	19.00%
 Cost per million gallons of recycled water delivered**	TBD**	\$1,768	\$1,650	\$1,873
 % of recycled water customers rating service as good or excellent based on reliability, water quality, and responsiveness***	N/A***	85%	77%	N/A***

* Dry weather period is defined as the lowest continuous three-month average rainfall between May and October, which during the fiscal year reporting period is July-September.

** The official figure is pending an independent, third-party financial audit, which is anticipated to be completed by June 30, 2016.

*** Data for this measure is collected on a biennial basis via survey. The next surveys are scheduled for 2015-2016 and 2017-2018. No survey was conducted in 2014-2015.

Activity and Workload Highlights



	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
Total number of South Bay Water Recycling customers	801	800	818	840

Environmental Services Department

Performance Summary

Recycling and Garbage Services

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 # of household hazardous waste disposal appointments available for San José				
- Residents	10,596	10,500	11,330	11,500
- Small Businesses	482	300	382	380
 % of customers rating recycling and garbage services as good or excellent, based on reliability, ease of system use, and lack of disruption*				
- Single-Family Dwelling	N/A*	85%	86%	N/A*
- Multi-Family Dwelling	N/A*	75%	67%	N/A*
- Commercial Facilities	N/A*	75%	75%	N/A*

* Data for this measure is collected on a biennial basis via survey. The next surveys are scheduled for 2015-2016 and 2017-2018. No survey was conducted in 2014-2015.

Activity and Workload Highlights

	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
Total tons of residential solid waste diverted from landfills	291,880	345,400	320,235	361,400
Total tons of residential solid waste landfilled	180,778	144,600	150,395	141,002
Total number of residential households served	318,726	320,200	320,400	330,012
# of residential pickups not completed as scheduled*	272	314	200	250





* Average per week; pickup completed next day.

Environmental Services Department

Performance Summary

Stormwater Management

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
 Annual cost per residential unit	\$94.44	\$94.44	\$94.44	\$94.44
 % of residents surveyed who understand that any substances washed down the street end up in the Bay without treatment through the storm sewer system*	N/A*	55%	69%	N/A*
 % trash reduced from the storm sewer system**	77%**	68%***	43%**	70%***
 % Stormwater violations identified at industrial/commercial facilities resolved within ten business days	97%	99%	97%	99%

* Data for this measure is collected on a biennial basis via survey. The next surveys are scheduled for 2015-2016 and 2017-2018. No survey was conducted in 2014-2015.

** Due to a change in the trash load reduction tracking method with the San Francisco Bay Regional Water Quality Control Board's adoption of the new Municipal Regional Stormwater Permit and a delay of construction of full trash capture devices, the estimate is lower than previously anticipated. The new Permit, adopted on November 19, 2015, established caps on previously unlimited trash reduction off-sets that the City could claim for source control, creek and shoreline clean-ups, and homeless encampment clean-ups.

*** The next regulatory goal for trash load reduction is 70% by 2017.

Activity and Workload Highlights

	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
Tons of trash/litter collected by City led creek cleanup efforts*	1,465*	851	959*	799

* The 2014-2015 data includes over 600 tons collected as a part of the homeless encampment cleanup efforts. The current and future year estimates are based on expected workload.

Environmental Services Department

Performance Summary

Wastewater Management

Performance Measures

	2014-2015 Actual	2015-2016 Target	2015-2016 Estimated	2016-2017 Target
Millions of gallons per day discharged to the Bay during average dry weather season State order: 120 mgd or less*	69 mgd	<120 mgd	70 mgd	<120 mgd
% of time pollutant discharge requirements are met or surpassed	100%	100%	100%	100%
# of requirement violations				
-Pollutant discharge	0	0	0	0
-Air emissions	1	0	0	0
% of significant industrial facilities in consistent compliance with federal pretreatment requirements	94.38%	90.00%	91.10%	90.00%
Cost per million gallons treated	\$1,460	\$1,371	\$1,547	\$1,580

* Average dry weather season is defined as the lowest three-month continuous average between May and October, which during the fiscal year reporting period is July-September.

Activity and Workload Highlights

	2014-2015 Actual	2015-2016 Forecast	2015-2016 Estimated	2016-2017 Forecast
Average millions of gallons per day treated	99.7	102.3	92.0	93.0
Total population in service area*	1,421,248	1,444,238	1,446,567	1,461,033

* The San José/Santa Clara Water Pollution Control Plant (Plant) is a regional wastewater treatment facility serving eight South Bay cities and four sanitation districts including: San José, Santa Clara, Milpitas, Cupertino Sanitation District (Cupertino), West Valley Sanitation District (Campbell, Los Gatos, Monte Sereno and Saratoga), County Sanitation Districts 2-3 (unincorporated), and Burbank Sanitary District (unincorporated).

Environmental Services Department

Departmental Position Detail

Position	2015-2016 Adopted	2016-2017 Proposed	Change
Account Clerk II	1.00	1.00	-
Accountant II	2.00	2.00	-
Accounting Technician	2.00	2.00	-
Administrative Assistant	1.00	1.00	-
Administrative Officer	1.00	1.00	-
Air Conditioning Mechanic	3.00	3.00	-
Analyst I/II	17.00	14.00	(3.00)
Aquatic Toxicologist	1.00	0.00	(1.00)
Assistant Director	1.00	1.00	-
Assistant Heavy Diesel Equipment Operator Mechanic	1.00	1.00	-
Associate Construction Inspector	1.00	1.00	-
Associate Engineer	21.00	22.00	1.00
Associate Engineering Technician	10.00	10.00	-
Associate Environmental Services Specialist	3.00	3.00	-
Biologist	3.00	3.00	-
Chemist	10.00	9.00	(1.00)
Cross Connection Specialist	1.00	1.00	-
Department Information Technology Manager	0.00	1.00	1.00
Deputy Director	5.00	5.00	-
Director Environmental Services	1.00	1.00	-
Division Manager	5.00	5.00	-
Engineer II	4.00	4.00	-
Engineering Technician II	3.00	3.00	-
Environmental Compliance Officer	1.00	1.00	-
Environmental Inspector I/II	37.00	38.00	1.00
Environmental Inspector, Assistant	5.00	5.00	-
Environmental Inspector, Senior	4.00	5.00	1.00
Environmental Laboratory Manager	1.00	1.00	-
Environmental Laboratory Supervisor	2.00	3.00	1.00
Environmental Services Program Manager	8.00	8.00	-
Environmental Services Specialist	39.00	39.00	-
Environmental Sustainability Manager	1.00	1.00	-
Geographic Systems Specialist II	2.00	2.00	-
Groundswoker	1.00	1.00	-
Heavy Equipment Operator	5.00	5.00	-
Industrial Electrician	8.00	9.00	1.00
Industrial Electrician Supervisor	1.00	1.00	-
Industrial Process Control Specialist II	1.00	1.00	-
Information Systems Analyst	2.00	2.00	-
Instrument Control Supervisor I	1.00	1.00	-
Instrument Control Technician I/II/III/IV	8.00	13.00	5.00
Laboratory Technician I/II	14.00	13.00	(1.00)
Maintenance Superintendent	1.00	1.00	-
Maintenance Supervisor	2.00	2.00	-
Maintenance Worker I	1.00	1.00	-
Maintenance Worker II	0.00	2.00	2.00
Microbiologist	1.00	1.00	-
Network Engineer	2.00	2.00	-
Network Technician I/II	2.00	0.00	(2.00)

Environmental Services Department

Departmental Position Detail

Position	2015-2016 Adopted	2016-2017 Proposed	Change
Network Technician I/II/III	0.00	2.00	2.00
Office Specialist II	8.00	8.00	-
Painter Supervisor Water Pollution Control	1.00	1.00	-
Painter Water Pollution Control	6.00	6.00	-
Planner III	0.00	1.00	1.00
Principal Accountant	1.00	1.00	-
Principal Construction Inspector	1.00	1.00	-
Principal Engineer/Architect	3.00	3.00	-
Principal Office Specialist	4.00	4.00	-
Program Manager I	2.00	2.00	-
Public Information Manager	1.00	1.00	-
Public Information Representative I/II	5.00	5.00	-
Sanitary Engineer	9.00	9.00	-
Secretary	1.00	0.00	(1.00)
Senior Account Clerk	4.00	4.00	-
Senior Accountant	4.00	4.00	-
Senior Air Conditioning Mechanic	1.00	1.00	-
Senior Analyst	7.00	7.00	-
Senior Construction Inspector	1.00	1.00	-
Senior Engineer	14.00	14.00	-
Senior Engineering Technician	9.00	9.00	-
Senior Geographic Systems Specialist	1.00	1.00	-
Senior Heavy Equipment Operator	2.00	2.00	-
Senior Industrial Electrician	2.00	2.00	-
Senior Industrial Process Control Specialist I/II	3.00	3.00	-
Senior Instrument Control Technician	3.00	0.00	(3.00)
Senior Maintenance Worker	3.00	3.00	-
Senior Office Specialist	7.00	10.00	3.00
Senior Painter	1.00	1.00	-
Senior Public Information Representative	2.00	2.00	-
Senior Warehouse Worker	1.00	1.00	-
Senior Water Systems Technician	3.00	3.00	-
Staff Specialist	7.00	8.00	1.00
Staff Technician	2.00	1.00	(1.00)
Supervising Applications Analyst	2.00	1.00	(1.00)
Supervising Environmental Services Specialist	15.00	16.00	1.00
Supply Clerk	1.00	1.00	-
Systems Applications Programmer II	2.00	2.00	-
Warehouse Supervisor	1.00	1.00	-
Warehouse Worker I	1.00	1.00	-
Warehouse Worker II	2.00	2.00	-
Wastewater Attendant	19.00	19.00	-
Wastewater Maintenance Superintendent	3.00	3.00	-
Wastewater Mechanic I/II	33.00	31.00	(2.00)
Wastewater Mechanical Supervisor I/II	7.00	7.00	-
Wastewater Operations Foreperson I/II	20.00	20.00	-
Wastewater Operations Superintendent I/II	7.00	7.00	-
Wastewater Operator I/II/III	34.00	33.00	(1.00)
Wastewater Senior Mechanic I/II	11.00	11.00	-

Environmental Services Department

Departmental Position Detail

Position	2015-2016 Adopted	2016-2017 Proposed	Change
Water Meter Reader	3.00	3.00	-
Water Systems Technician	9.00	9.00	-
Total Positions	536.00	540.00	4.00

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