

Memorandum



Date: December 2, 2008

Supplement to
Agenda Item No.
7(I)

To: Honorable Chairman Bruno A. Barreiro and Members,
Board of County Commissioners

From: George M. Burgess
County Manager

A handwritten signature in black ink, appearing to read "G. Burgess", written over the printed name of the County Manager.

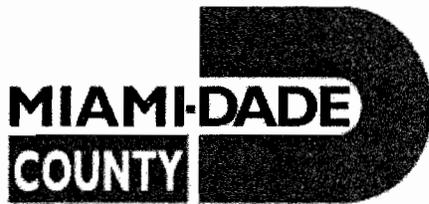
Subject: Supplement report to ordinance amending Sections 32-78 of the Miami-Dade County Code requiring properties with water mains in the rear of the property to connect to a single water main in front of the property

This report provides supplemental information in connection with the above referenced proposed ordinance that allows Miami-Dade Water and Sewer Department (WASD) to require properties with water mains in the rear of the property to connect to a single water main in front of the property.

WASD has prepared a comprehensive public participation and outreach plan to work directly with the affected stakeholders and customers as WASD systemically moves forward in upgrading the system over the next seven to 10 years, rather than on a case-by-case, emergency basis. A copy of the plan is attached.

A handwritten signature in black ink, appearing to read "M. Port", written over a horizontal line. Below the line is the printed title "Assistant County Manager".

Assistant County Manager



Water and Sewer Department

Dual Feed Main Replacement Project Public Participation Plan

Water Use Efficiency Section

WASD
10/17/2008

Dual Feed Main Replacement Project

Public Participation Plan

Project Scope

The Dual Feed Main Replacement Project (Project) addresses an issue identified by the Miami-Dade Water and Sewer Department (WASD) as a major contributor to water loss and water quality complaints. Approximately 16,648 customers have been identified as “Dual Feed Main Premises” customers. These customers are currently receiving water services from a 3-inch or smaller water main located in the rear/alley of their homes while a 4-inch to 6-inch water main is already installed in the public right of way in the front of these homes.

This project requires clear and accurate communication with customers that will be impacted including other stakeholders to assure a timely and successful completion. WASD has developed detailed procedures to inform the public about the project and to obtain all required authorizations as specified in this document.

Objectives
1. To improve water delivery services to approximately 16,648 customers and reduce water loss through leaks.
2. To provide all pertinent information to the impacted customers and address all impacts individually.
3. To obtain proper authorization from each of the approximately 16,648 identified customers to perform work in their property.
4. To successfully complete the project with minimal disruption to the customers.
5. To provide excellent customer service during the process.

Background

The 20-Year Water Use Permit (Permit) awarded to the County in November 2007 by the South Florida Water Management District identifies a reduction in water losses as a major component of the Permit requirements. A total of 14.25 million gallons a day (MGD) of the water demand projection through 2026 will be provided through the reduction of water loss in the water distribution system. WASD is currently working on the implementation of various compliance projects related to the Permit.

In addition to these projects, WASD is also pursuing projects previously identified as critical to minimize the amount of water loss in the water distribution system. WASD has identified the elimination of dual water feed systems countywide as an important component in the reduction of water loss through leaks. The dual feed systems provide access to public water typically through a rear property easement while another water

Dual Feed Main Replacement Project

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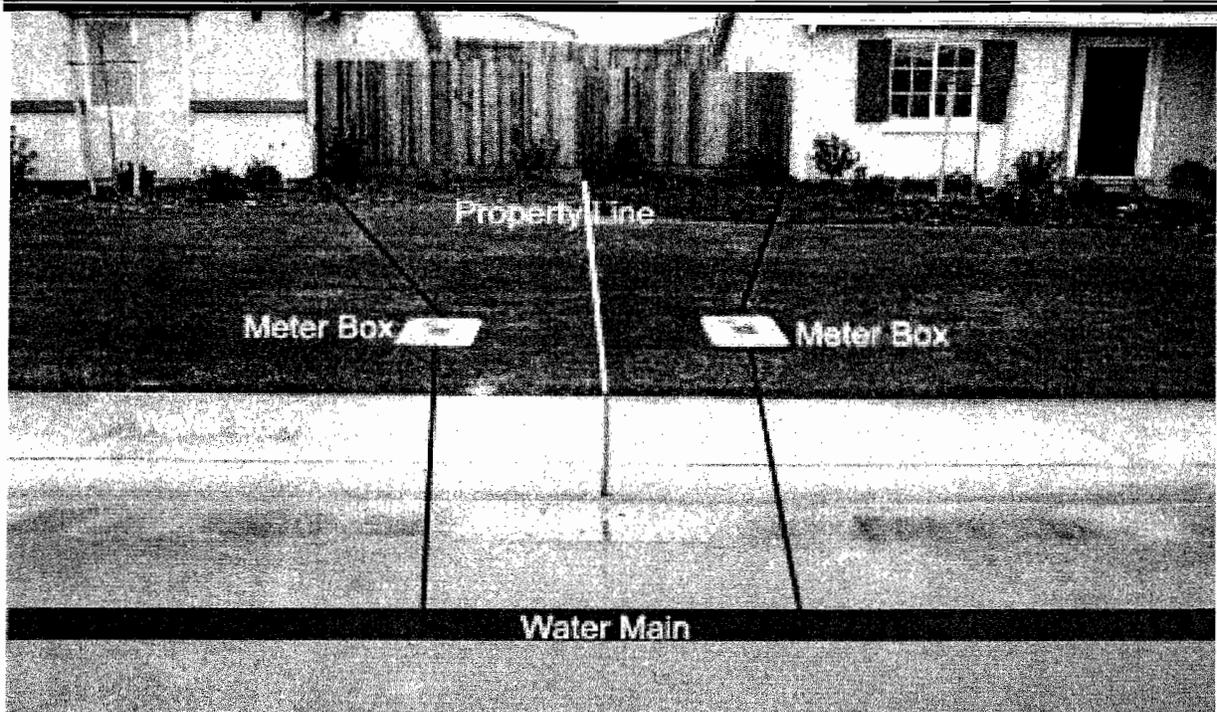
main is already installed in the public right-of-way in front of the property. These systems are typically found in older neighborhoods across the County. The systems running through the rear easements are comprised of mostly 1-inch to 3-inch cast iron or galvanized pipes that are more than 40 years old.

The larger diameter water mains installed in the front of these properties were installed to provide fire protection, to minimize water losses in the system, and to give accessibility to the meter readers without having to enter private property. The rear easement system or alley systems are much older and are typically affected by tuberculation, faulty or deteriorated joints, inadequate hydraulic capacity and internal and/or external corrosion. Over time this leads to poor water quality, inadequate flow capacity, water losses or loss of pressure.

Typically, when the larger water mains are installed in front of the properties in the public right-of-way, most homeowners agree to connect to the improved service and the rear connection is disabled. Some property owners do not authorize the transfer of service from the back of the property to the front of the property preventing WASD from shutting down the rear water main.

Maintaining these dual water main services adds operational cost to WASD. One example is in the number of leaks found in these older rear water mains. The Leak Detection Unit surveys the water distribution system once a year. In 2007, the survey revealed that from a total 1279 of non breaking ground leaks, 165 were from 2-inch water mains with a total water loss calculated at 1,535,759,662 gallons. In addition to the Permit's requirement of reduction in water loss, the disconnection of alley water mains in the water distribution system would generate substantial savings by reducing the number of field work hours necessary to detect leaks, read meters and respond to water quality and low pressure complaints.

Dual Feed Main Replacement Project Public Participation Plan



This picture shows work similar to what this project will perform

Stakeholders (Preliminary List)
1. Impacted customers
2. Municipalities within impacted areas
3. District commissioners
4. Home owner associations
5. Community organizations

Dual Feed Main Replacement Project

Public Participation Plan

Public Participation Plan Outline

1. Customer and Stakeholder Identification

- a. Segment customer list into implementation phases
- b. Customers' contact information including verification of property ownership; review of CIS information and/or the Property Appraiser's Office
- c. Identify all stakeholder groups
- d. Identify District Commissioner for each of the project areas
- e. Identify municipality and corresponding officials for each of the project areas
- f. Identify homeowner associations and community organizations

2. Tracking and Reporting Work on Customer's Property (CSR)

- a. Enter customer data in the CSR
- b. Enter all customer contact in the CSR

3. Mailing List

- a. Prepare customer mailing list and format for merging
- b. Arrange for mailing through registered mail/return receipt
- c. Prepare contact and mailing list for all stakeholders

4. Production of Communication Documents

- a. Draft a customer letter
- b. Draft a customer authorization form
- c. Develop a project brochure
- d. Develop a question and answer sheet
- e. Develop a newsletter
- f. Develop a close-out letter and survey
- g. Draft an informative memorandum for District Commissioners
- h. Draft a letter for municipal officials

5. Customer Contact

- a. Develop a website
- b. Install a phone line

6. Media

- a. Identify all community newspapers
- b. Identify a district commission newsletter publication schedule

7. Project Status Reports

- a. Status reports will be prepared on a monthly basis
- b. The project will be tracked on WASD's Scorecard (ASE)

Dual Feed Main Replacement Project

Public Participation Plan

1. **Customer and Stakeholder Identification** – all impacted customers have been identified and a GIS map has been developed. Individual property characteristics will be determined by the contractor through existing condition surveys as well as field verification.
 - a. Segment customer list into implementation phases-
 - i. Implementation phases will be determined based on a cost benefit analysis. The areas with the best opportunities for water loss reduction will be scheduled first.
 - b. Customers contact information including verification of property ownership, review of CIS information and/or the Property Appraiser's Office
 - i. The property owner of record has to be identified to acquire proper authorization. When occupant is not the property owner an information packet will be sent to both the owner and the resident, however, only the owner can sign the authorization form.
 - c. Identify homeowner associations and community organizations in implementation area
 - i. An effort will be made to identify all relevant organizations that could provide a forum to present information regarding the project. For areas where homeowner's associations (HOAs) are identified the presidents will be contacted to schedule meetings or be included in their regular meeting agendas
2. **Tracking and Reporting Work on Customers' Property** - Customers' information will be entered in the Customer Service Request (CSR) system. A CSR has been created for this project to track the customer contact and status from start to finish. WASD's Water Use Efficiency Section will create a CSR for each customer and will be responsible for entering data for the first steps of the process i.e. letter mailed, authorization received, no response. Once all of the documentation is received, WASD Staff will enter data on the progress of work on each individual customer's property until completion. A monthly status report will be produced from the CSR data, and will be available on line on the Service site.

Dual Feed Main Replacement Project Public Participation Plan

a. Create CSR for each customer premise (sample below)

Motorola Customer Service Request - Windows Internet Explorer provide...

File Edit Overview General Entry Service Requests Custom Help Window

Service Request Intake - <V310TEST> - CSR Test vs 3.10.3 - A. BESTARD - Group: MD WASD ASSISTANT DIRECTOR - WATER

Type: DUAL FEED MAIN PROJEC Water Service Area: MDWS Map Service Location

Location: 3071 SW 38TH AVE MIAMI FL 33146 View Duplicates (U)

Jurisdiction: MIAMI-DADE CO Common Locations

Description:

Participant Type: Citizen

Name: PARTICIPANTS NAME

Address:

Copy:

E-mail:

Phone: 786-552-8974 Type: Home Phone Details:

View Participant on other SRs (U)

Source:

Status: Open Priority: 3-Standard CC Groups:

Input By: BESTAA Rec'd: Phone Date: AUG 8, 2008 08:36 AM SR#: 08-00125944

The date the Service Request was created.

Record: 1/1 <OSC>

Dual Feed Main Replacement Project Public Participation Plan

- b. Track implementation process – (sample below)
 - i. This panel allows customer contact to be documented including information regarding project specifics inclusive of the project schedule, and the completion date for each individual property. This will allow for real time information to be available to all those involved with the project without having to make a call before being able to answer a question from the customer or management.

Motorola Customer Service Request - Windows Internet Explorer provide...

File Edit Overview General Entry Service Requests Custom Help Window

SR Resolution/Activity - <V310TEST> - CSR Test vs 3.10.3 - A. BESTARD - Group: MD WASH ASSISTANT DIRECTOR - WATER

SR# 08-00125944 Type DUAL FEED MAIN PROJECT Group MD WASH AD - WATE Status Closed

Service Location 3071 SW 38TH AVE, MIAMI, FL, 33146

Activities

Request	Activity	Assigned To	Due Date	Due Time
<input checked="" type="checkbox"/>	Residential Property Notice			
<input checked="" type="checkbox"/>	Notice Pending		SEP 22, 2008	08:45:31 A
<input checked="" type="checkbox"/>	Work Scheduled - Pending			
<input type="checkbox"/>				

Complete All Activities

Outcome Letter Sent Complete This Activity

Created AUG 08, 2008 08:39 AM Completed AUG 8, 2008 08:45 AM

Details

The service request status. Double-click mouse or <F9> for list.
Record: 1/1 | List of Valu... | <OSC>

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3. Mailing List

- a. Prepare mailing list and format for merging
 - i. Segment mailing list based on selection of implementation areas, prepare for mail merge.
 - ii. Prepare contact/ mailing list for all stakeholders.
- b. Arrange for mailing through registered mail/return receipt
 - i. Coordinate with mailroom staff for return/receipt mailing and the pre-paid bulk for the self-addressed, stamped envelope for the return of the Authorization Form (tracked in CSR).

4. Production of communication documents: The customer will receive a package containing a brief description of the project and detailed information as to the work that needs to be performed in their property.

- a. Draft Customer's Letter
 - i. The letter will include information about the project and the need for the customer to participate.
- b. Draft Customer's Authorization Form
 - i. The Authorization Form is being drafted by the County Attorney's Office (CAO) any modifications requested by the customer will be directed to the CAO.
- c. Develop Project Brochure
 - i. An informational brochure is being developed, it will describe the project and the multiple benefits associated with it as well as the name, telephone number, e-mail address and website address of the project manager.
- d. Newsletter
 - i. Project information will be included in WASD's Pipeline newsletter
- e. Close Out Mailing
 - i. After each contractor completes work on each individual property a letter will be sent with a survey to evaluate the level of performance and customer satisfaction with the work and service provided by WASD.
- f. Draft memo for District Commissioners
 - i. Project status information
- g. Draft letter for municipal officials
 - i. Project information and impact to areas inside municipalities
 - ii. Status report and close-out report

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5. **Customer Contact:** Customers will be provided with various communication tools. All inquiries will be addressed the same day received. WASD contact information including phone numbers, email addresses and websites will be prominently displayed in all communication materials.
- a. **Develop Webpage**
 - i. A webpage for the overall project will be developed as a link in the Water Use Efficiency Website. The webpage will contain a project overview, the corresponding maps, project documents, and opportunities for customers to provide feedback.
 - b. **Phone Line**
 - i. Project information will be added to the Water Use Efficiency Information Line (Option 6). Customers will be able to speak with staff during working hours and leave a message after hours. WASD's 24 hour emergency number will also be provided.

6. **Media**

- a. **Identify all community newspapers**
 - i. Project information will be provided as "advertorial" to community newspapers with circulation in the project areas. Information regarding community meetings will also be included as appropriate.
- b. **Identify District Commission newsletter publication schedule**
 - i. Project information will be provided to District Commissioners in ready to print format for inclusion in their District's newsletter.
- c. **Work with Miami-Dade TV**

6. **Project Status Reports**

- c. Status Reports will be prepared on a monthly basis
- d. Project will be tracked in WASD's Scorecard (ASE)

Dual Feed Main Replacement Project Public Participation Plan

Schedule

Phase I	Activities	Timing
Preparation	<ul style="list-style-type: none"> • Finalize implementation schedule • Segment customer list • Identify stakeholders and prepare contact list • Enter customer information in CSR • Prepare background documents • Prepare communication documents • Develop sketch outlining work within property • Develop website • Develop boards 	TBD
Public Participation Activities	<ul style="list-style-type: none"> • Initial mailing • Follow-up communication • Schedule community meetings • Elected officials communication • Media campaign • Final mailing 	TBD
Analysis of Input	<ul style="list-style-type: none"> • Compile information from records of activities (e.g. mailing, notes from phone calls, e-mails, and other correspondence) • Identify themes and unique comments 	TBD
Provision of Feedback to Participants	<ul style="list-style-type: none"> • Prepare communication to address comments • Follow up with any promises of additional information 	TBD
Evaluation	<ul style="list-style-type: none"> • Evaluate public involvement plan • Evaluate public involvement activities 	TBD

TBD = to be determined

Budget / Resources

This Public Participation plan will be funded through the Outreach Budget of the Water Use Efficiency Program 2008-2009 allocation.

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Staffing

Successful implementation of this plan requires two dedicated staff for the initial phase. Two temporary positions are proposed, a public information officer and a clerical position.

Project Implementation Schedule

The project implementation schedule has been determined based on the geographical areas that present the most positive results. Phase I of the project has been determined based on the areas reporting the most leaks as well as the most complaints regarding water quality. These areas are located District 8 and 9.

Expected Challenges

It is expected that some customers will not consent to the work proposed in the ordinance. Every effort will be made to accommodate customers and to address their concerns. The authorization provided by the proposed ordinance will provide the County with additional tools to address these types of issues.

