

**2018-2023 SBP Update  
Gap Action Plan Template**

<b>Action Plan Title:</b> Enhance Side Sewer Enforcement (#9)	<b>Action Plan Owner:</b> Ellen Stewart
<b>Focus Area:</b> Protecting Environment & Public Health	<b>Action Plan Sponsor:</b> Madeline Goddard

**1. Short summary of the project/program (suitable for using with Customer Review Panel and other members of the public, plus additional specifics required for clarity of action).**

This action plan adds one position to improve SPU's enforcement of the Side Sewer Code. The side sewer code requires property owners to maintain and fix their side sewer so that wastewater is contained in the pipes. SPU is proposing this investment to more quickly resolve side sewer issues on private property which can impact public health, the environment and public infrastructure.

**2. What outcome will this action achieve? What problem does it solve? What are the benefits?**

This action will consolidate, streamline and standardize the SPU's approach to enforcement of broken/inoperative side sewers. This will allow SPU to resolve side sewer issues more quickly, which is critical due to the public health, safety, environmental and infrastructure impacts. It will provide equitable deployment of the program.

- Public Health - A broken side sewer can result in surfacing sewage on public and private property, often including streets and sidewalks and affecting pedestrians and bicyclists who have to walk or transit through sewage
- Environment – a broken side sewer can result in the release of wastewater to the public stormwater system, directly to water bodies or to soil.
- Safety and Infrastructure – A broken side sewer can cause voids (a hole) in City streets which can create safety issues as well as damage adjacent infrastructure (roads, sidewalks, pipes in the ground, etc.)
- Equity - Currently, SPU has two different groups enforcing side sewers based on what system the break is affecting (the stormwater or combined sewer.) For example, when the break is discharging to the stormwater system, one group may issue a Notice of Violation which could include a penalty, while a break discharging to the combined sewer system may result in a letter indicating there is a side sewer issue.

Because this work is handled by two different workgroups, there are not consistent procedures or responses, resulting in program inefficiency and inconsistent customer service. There has also been an increase in broken side sewers over the last several years increasing the level of effort needed by SPU and the need to achieve consistency in response and better customer service.

By adding one position and consolidating the program to the DWW line of business, the program will have the same enforcement process, and be adequately resourced to resolve the issue with the property owners and lessening the impact to the environment and public health.

**3. Short description of activities already in the baseline, incremental work.**

SPU is currently doing side sewer enforcement in separate groups and due to resourcing it can take a long time to resolve the issues with the private property owners.

**4. Implementation plan and timeline.**

The program is expected to begin consolidation in 2017, with full implementation in 2018.

**5. Implications for budget and FTE (if any)**

**Changes (relative to baseline)**

	2018	2019	2020	2021	2022	2023
O&M (Non- Labor) Budget Change	124,000	128,000	132,000	136,000	139,000	144,000
CIP Budget Change						
FTE Change	1	1	1	1	1	1

**6. Alternatives considered for varying options/levels of effort.**

The current level of effort is not an efficient use of City resources (writing repeated corrective actions) and results in a prolonged human health threat from surfacing sewage and/or damage to the environment. Also, voids created by broken sewer lines get larger over time.

**7. Is there lower-priority work underway whose resources could be directed to this effort? Please describe.**

None are known at this time.

**8. Identify and describe any significant external constraints affecting this action plan.**

Constraints affecting this plan are the homeowner’s ability to pay for broken side sewers that can cost from \$500 to \$25,000 to fix. However, there is an effort currently underway to examine ways to help offset the costs of broken side sewers. This could possibly include connecting homeowners with low interest loans or financing options.

**9. Identify possible race and social justice implications for implementation of this plan. How will it impact service equity and how will you resolve this impact?**

SPU is exploring ways to mitigate financial burden to property owners. More will be known later as to what options are possible.

**10. Describe your plan for evaluating success or progress of this plan. Include any metrics you have.**

Metric Type	SMART Objective	Statement of Metric	Current Condition	Target Condition	Units of Measure/F formula	Frequency	Data Source	Comments
Input	Number of Cases	Number of cases generated by operations and maintenance activities or public complaint reports	100-200	TBD	Number of Cases	Quarterly	SS Database	Baseline information to be collected in 2018 & 2019
Process	Days to investigate	Number of days from date of initial notification to issuance of NOV		90% 5 dys	Number of Days	Quarterly	SS Database	Baseline Information to be collected in 2018 & 2019
Output	Days to resolve case	Number of days to resolve case from date of initial notification.	Varies b/w groups	95% - 30 dys	Number of Days	Quarterly	SS Database	Baseline Information to be collected in 2018 & 2019
Outcome	Reduce the volume of sewage surfacing from broken side sewers	Sewage surfacing from broken side sewers (gpd)	Calculate	TBD	Gallons per day	Quarterly		Use standard x gpd wastewater per capita times the number of people per residence times the number of residences with broken side sewers