

**Attachment B: Program Summary Template  
Portland Water Bureau**

1. Program Title	2. Program Manager	3. Phone	4. Website (if available)	5. Program Description	6. Program Staff		7. Operating Budget	8. Capital Budget	9. Revenues				10. Functional Area	11. Output Measure(s)	12. Capital Assets and Status	13. Major Maintenance	14. Customer Survey Data	15. Program Ranking			
					Full-time	Part-time			General Fund	Rates/fees	External Customers	Grants						Other (Bond)	Core	Community	
Bull Run Watershed	Steve Schenk	503-823-9919	none	Maintenance, repair and rehabilitation of the water supply facilities and the road system in the Bull Run Watershed. Major facilities include dam road systems, monitoring systems, communication systems, and Headworks facilities. Watershed roads (both used and unused) are included in this program as well as the public education and tour activities at the Bear Creek House, and the cabins at Bull Run Lake. Co-management and coordination of the Bull Run Management Unit with the US Forest Service to preserve and protect the natural resources and ecological conditions supporting drinking water supply and quality. (Bull Run Treatment and associated monitoring systems is included under Regulatory Compliance.)	17.6		2,050,698	2,292,000		2,050,698				2,292,000	PUSUBR0000	1. 100% compliance with FERC requirements for operation, maintenance, repair and data collection from facilities at Bull Run Dams 1 & 2. 2. Maintain individual unit functionality of heavy mechanical infrastructure (dams, intake structures, Headworks, conduit interties, and treatment facilities) 3. Maintain roads per Bull Run Road Conditional Survey Report - 100% compliance for Class A, 95% compliance for Class B& C roads. 4. Start construction of Dam 2 Stilling Basin.	2 dams; Headworks facility (excludes chlorination treatment facility); 170 road miles; 140 square miles of watershed and related management unit lands; and Associated monitoring systems.	1,333,879	none	1	1
Conduits/Transmission	Steve Schenk	503-823-9919	none	Maintenance, repair, replacement and upgrades of the existing conduits, including the conduit crossings on trestles and bridges, interties between conduits and cathodic protection. Also includes maintenance, repair and replacement and upgrades of in-town transmission mains and development of a new conduit route.	10.8		399,464	13,058,000		399,464				13,058,000	PUTICT0000	1. Inspect & maintenance 141 air valves annually. 2. Maintain 98% readiness of conduit intertie connections. 3. Complete Phase II of Diack's and Sester's trestle locations. 4. Complete construction of Sandy River Crossing.	75 miles of conduits; 50 miles of transmission pipe	802,159	none	2	2
Terminal Reservoirs	Crystal Yezman	503-823-1567	none	Maintenance and repair of the six terminal storage reservoirs, and design and construction improvements to these facilities and potential future facilities.	19.6		504,403	14,673,000		504,403			14,673,000	PUTTR0000	1. Twice yearly draining and cleaning of 6 terminal reservoirs. 2. Weekly preventive maintenance and monthly repair work on terminal reservoirs. 3. Complete open reservoir maintenance and start construction of Powell Butte Reservoir 2.	6 terminal reservoirs (totaling 180 million gallons)	757,861	none	3	3	
Distribution Mains	Chares Smith	503-823-8315	none	Maintenance, repair, replacement and installation of distribution system mains (pipes). (Note, main replacement and installation projects often include valves, regulators, hydrants, and/or services associated with that construction.) Main flushing work is also included here although this work may benefit water quality compliance.	65.3		2,225,812	14,699,500		2,225,812			14,699,500	PUDIDM0000	Meet key service level: No more than 5% of customers out of water for more than 8 hours a year. Also: 1. Flush highest rated water quality problem areas (825 main flushes per year). 2. Complete highest rates pipe installation and replacement projects (Approx 6 miles of new and replacement mains). 3. Locate water utilities within state timelines. 4. On site assessment of leaks within 8 hours if no damage reported and 2 hours if damage is reports. 5. Construct Westside Header Phase 1, Marquam Hill Pump main and about 4 miles of other distribution mains.	2,100 miles of distribution main	992,607	none	4	4	
Pump Stations/Tanks	Tim Kading	503-823-4210	none	Operation, maintenance, repair and replacement of pump stations and tanks in the distribution system. Also included in this program are the operating, maintenance and replacement requirements of the Supervisory Control and Data Acquisition system (SCADA), which monitors and manages water system's in-town storage.	27.0		3,632,176	4,679,000		3,632,176			4,679,000	PUDIPT0000	Meet key service level: Maintain minimum pressure of 20 pounds per square inch (psi) during normal demands (State Law). Also: 1. Complete 79 tank preventative and predictive maintenance inspections. 2. Complete 34 pump station inspections for facility repairs/alterations and document changes. 3. Provide 24/7 operating and monitoring of the water system. 4. Perform repairs and preventative maintenance on 42 pump stations and 79 tanks. 5. Design Forest Park Tank and Fulton Pump Station.	42 pump stations; 79 tanks (120 million gallons total); SCADA system including monitoring network	1,620,273	none	5	5	
Customer Service	Dave Mozuch	503-823-4168	none	Read, bill, and collect monies owed for water service delivered. Respond to customer inquiries and complaints (account, quality, pressure, grounds, leaks, etc.). Process water permit applications. Manage low income program.	107.8	1.00	15,515,198	-		15,515,198			-	PUCSCS0000	Meet key service levels: 75% give High or Very High rating on Auditor's SEA survey; Respond to customer inquiry or request within 5 business days; Answer 80% of calls within 60 seconds. Also: 1. Ensure 187,000 bill accounts are billed accurately and timely. 2. Process approx 836,000 payments (including electronic payments) annually. 3. Perform approx. 760,000 meter reads annually. 4. Provide Low Income Discounts to 6,000 qualified participants. 5. On a quarterly basis complete approx 21,500 field service orders & inspections. 6. Response to customers 2 hours for emergency calls and 8 hours for non-emergency calls (about 700 responses in a quarter). 7. Review residential plans within 15 days of receipt. 8. Review commercial plans within 20 days of receipt.	All water accounts (approximately 187,000) and customers; 1,000 phone calls per day from customers; 240 walk in customers; 10,000 eligible low income customers; 1,750 annual permit applications (500 commercial, 1,250 residential); On average, 15 daily water quality/pressure concerns (can vary significantly by season)	-	none	6	6	
Groundwater	Crystal Yezman	503-823-1567	none	Operation, maintenance, repair and upgrades of the groundwater system, including its wells, pumps and motors, well sites, collection mains, and the groundwater pump station. Also included is a monitoring well network, wellhead protection program and other groundwater quality efforts. (Groundwater Treatment and associated monitoring systems is included under Regulatory Compliance.)	7.3		1,799,565	1,420,000		1,799,565			1,420,000	PUSUGW0000	1. Respond to, maintain, and repair Groundwater Pump Station, Treatment Facility, and wellfield infrastructure within 24 hours for operational periods lasting up to 104 days. 2. Provide 1,000 business inspections in Portland, Gresham and Fairview. 3. Rehabilitate three to seven wells.	31 wells; 100 MGD pump facilities; and Associated monitoring systems	876,130	none	7	7	
Valves/Gates/Regulators	Russ Halverson / Tim Kading	503-823-8411 and 503-823-4210	none	Maintenance, repair, replacement and installation of system valves and pressure regulating stations. Also included in this program is demolition of vaults as part of large valve replacements.	13.5		504,175	1,269,000		504,175			1,269,000	PUDIVG0000	1. Inspect and exercise all 1,800 large valves annually. 2. Exercise and maintain 5,000 small valves annually. 3. Rebuild 640 regulators once every 5 years. 4. Replace 5 to 15 large valves and up to 50 small valves annually.	1,800 large valves; 60,000 small valves (includes 18,000 valves in regulator stations); 270 Regulator stations	679,073	none	8	8	
Regulatory Compliance	Yone Akagi	503-823-7648	none	Meet or exceed state and federal regulatory requirements for water quality mainly through treatment and monitoring. Treatment of source water including all maintenance and operations of the treatment facilities, negotiations involving endangered species act compliance and potential investments, water quality monitoring operations, maintaining system pressure and other parameters, and properly disposing of dechlorinated water directly to storm drains, streams, or rivers.	46.2		6,588,475	12,244,000		6,588,475			12,244,000	PURCRC0000	Meet key service level: 100% Compliance with state and federal water quality regulations. Also: 1. Collect over 10,000 samplings from the watershed, wellfield and throughout the distribution system for testing. 2. Prepare annual Consumer Confidence Report to distribute to approx 300,000 customers. 3. Prepare 4 quarterly and 2 semi-annual reports for Lead Hazard Reduction to submit to EPA. 4. Implement the Habitat Conservation Plan. 5. Add treatment chemicals to ensure that water meets drinking water quality regulations. 6. Begin water treatment facility design and continue design of Dam 2 Tower Improvements.	Dams; Treatment Facilities; Bull Run Watershed; NPDES Regulated Outfalls; Associated monitoring systems	250,000	none	9	10	

**Attachment B: Program Summary Template  
Portland Water Bureau**

1. Program Title	2. Program Manager	3. Phone	4. Website (if available)	5. Program Description	6. Program Staff		7. Operating Budget	8. Capital Budget	9. Revenues					10. Functional Area	11. Output Measure(s)	12. Capital Assets and Status	13. Major Maintenance	14. Customer Survey Data	15. Program Ranking		
					Full-time	Part-time			General Fund	Rates/fees	External Customers	Grants	Other (Bond)						Core	Community	
Services	Kevin Suell	503-823-8702	none	Maintenance, repair, replacement and installation of services lines from the main to the meter. This includes service removals and connections to the main. It also includes the permitting process for new services.	38.3		813,556	5,523,000		813,556				5,523,000	PUDISV0000	1 On site assessment of leaks within 8 hours if no damage reported and 2 hours if damage is reported. 2. 90% of all installs of new small services within 15 days of notification from applicant (approximately 1000 annually). 3. Replace 500 service line annually (note: more than a 300 year replacement cycle) 4. Kill 100% of service within 180 days of notification by the customer.	177,000 domestic services; 3,500 fire lines	685,653	none	10	9
Field Support	Dave Kendall	503-823-1546	none	Includes field crew prep time, data input and clean up. Also includes first line management supervision, inventory management, fleet management/purchases, and engineering maintenance. Other requirements include miscellaneous tools and services.	55.7		3,625,907	3,099,000		3,625,907				3,099,000	PUDIFS0000	1. Assign and deploy technical expert to address immediate needs of staff for the Maintenance & Construction and Operations workgroups 100% of the time within 4 hours of request. 2. Provide a level of support that allows Water Bureau to maximize the efficiency and effectiveness of field crews and minimize impact to the public. 3. Provide data or other technical support for a variety of studies and/or operational work within the timelines required by the study or project. 4. Provide Operating Engineers field support for other Bureau activities 100% of the time. 5. Provide Standards support for the Bureau 100% of the time. 6. Ensure that employee time is managed and allocated accurately.	Operations field crews; Construction field crews	260,214	none	11	13
Facilities	Tom Klutz	503-823-7503	none	The Water Bureau's System Control Center and Operations and Maintenance Facility, located on North Interstate Avenue, serves as the hub for maintenance and construction crews, vehicles, equipment and materials and the emergency operations center. This project develops and implements a comprehensive program of reconstruction and improvements that will address seismic and other site vulnerabilities, and bring the facility up to current safety and building codes.	3.6		-	2,548,000		-				2,548,000	PUSPFA0000	1. Maintain Interstate building 2. Complete Meter Shop construction.	Interstate Operations Building; Interstate Maintenance Building, and Interstate Fleet Building	429,000		12	11
Meters	Mike Sheets	503-823-7481	none	Maintenance, repair, replacement and installation of small and large customer meters.	18.0		1,144,365	1,503,500		1,144,365				1,503,500	PUDIME0000	1. Replace 5,400 meters 1" and less in size. 2. Test 560 meters 3" & greater. 3. Test and calibrate all new meters 3" & greater in the shop prior to installation. 4. Replace 50 meters 3" & greater. Replace 250 1.5" & 2" meters.	170,000 small meters; 6,500 large meters	1,065,169	none	13	12
Data Management	Darren Kipper	503-823-5369	none	Maintaining GIS maps for water facilities; maintaining and reporting from the Bureau's maintenance management system and project management system.	19.0		2,665,256	-		2,665,256				-	PUSPDM0000	1. Maintain and update 748 quarter section maps in GIS 2. Manage over 4,000 work orders generated annually using Synergen system. 3. Ensure all Synergen users trained annually.	748 total quarter section maps in GIS; Computerized Maintenance Management System (Synergen)	-	none	14	15
Hydrants	Russ Halverson	503-823-8411	none	Inspection, overhaul, repair and replacement of hydrants, and pipes from the hydrant to the main and valves. Also includes installation of new hydrants and management of hydrant water use for non fire fighting purposes (temporary and permanent water use permits.)	8.2		395,591	599,000		395,591				599,000	PUDIHV0000	Meet key service level: At least one working hydrant within 500 feet of service connection. Also: 1. Inspect and test 16,000 Hydrants annually. 2. repair and replace 350 hydrants. 3. Salvage material from 150 hydrants.	16,000 hydrant systems	398,508	none	15	14
Employee Investment	Susan Bailey	503-823-1956	none	Manage the apprentice programs. Manage the Bureau's safety program. Provide Human Resources training. Provide all other necessary work related training, including training that are required to maintain employee certifications.	22.2	0.50	2,110,933	-		2,110,933				-	PUSPEI0000	1. Bureau's two apprentices programs continue to graduate apprentices to fill journey vacancies due to the aging workforce. 2. Employees (approx 160) obtain and keep all required certifications. 3. Engage in recruiting activities that result in highly qualified, diverse candidates by attending 20 job fairs, using community based organization and community press. 4. Provide training and development opportunities for employees to enhance their skills and performance. 5. All managers & supervisors complete the City's Cultural Competency for Managers & Supervisors training series. 6. Develop/implement mentoring program for all staff. 7. Ensure all staff receive annual performance reviews. 8. Provide monthly safety talks to work groups. 9. Reduce accidents/injuries/illness by 15%.	Full time personnel; Staff requiring ongoing certification; Number of apprentices required	-	none	16	16
Conservation/Sustainability	Judi Ranton	503-823-7513	none	Provide technical assistance to BIG customers to identify water saving opportunities. Provide information and devices to help customers of all classes to use water more efficiently. Provide targeted outreach and education to low-income residents. Reinforce/promote wise water use (through a variety of media and partnerships) especially during the peak summer season. Institutionalize sustainability practices within the bureau. Advocate to appropriate entities for enhancement of water conservation efforts and sustainability practices when necessary.	6.2	0.80	1,110,447	-		1,110,447				-	PUCSCO0000	Meet key service levels: Per capita residential water use in retail service area remains steady or declines; Technical assistance results in a median 25% water savings by participating industrial and commercial customers; Bureau's carbon emissions are reduced from 2007 levels; Percentage of energy generated from renewable sources increases from 2007 levels. Also: 1. Provide conservation program for retail Customer education and awareness through 4 Community events, 7 Community presentation, 20 school assemblies. 2. Distribute 18,000 water conservation devices and information to customers to increase retail residential in-home efficiency. 3. Implement and update Sustainability Action Plan. 4. Provide policy and technical support to bureau work groups on energy conservation, waste reduction/recycling, toxics reduction, greenhouse gas reduction, etc.	Conservation: 28 million ccf annual retail water delivery; 25,700 retail industrial/commercial/institutional (ICI) customers available for technical assistance from BIG (Business, Industry, and Government) program; 148,000 retail customers. Sustainability: Water Bureau employees and work processes	-	none	17	17

**Attachment B: Program Summary Template  
Portland Water Bureau**

1. Program Title	2. Program Manager	3. Phone	4. Website (if available)	5. Program Description	6. Program Staff		7. Operating Budget	8. Capital Budget	9. Revenues					10. Functional Area	11. Output Measure(s)	12. Capital Assets and Status	13. Major Maintenance	14. Customer Survey Data	15. Program Ranking	
					Full-time	Part-time			General Fund	Rates/fees	External Customers	Grants	Other (Bond)						Core	Community
Planning	Greg Drechsler	503-823-7486	none	Annually prepare the 5-year CIP plan. Annually prepare the 5-year financial forecast. Manage wholesale agreements. Plan for peak season summer supply. Develop the Distribution System Master Plan. Manage and plan for the Bureau's infrastructure through the asset management group. Provide general guidance and planning support to the Engineering group.	16.7	0.40	1,796,618	599,000		1,796,618				PUSPPL0000	Meet key service levels: Identify and take action on assets that are identified as medium, high and extreme risk; Meet triple bottom line investment criteria (economic, social and environmental). Also: 1. Prepare annual 5-Year CIP budget and 3 CIP monitoring reports per year. 2. Prepare annual 5-Year Financial Plan. 3. Manage and monitor Bureau's three Funds. 4. Prepare monthly financial reports. 5. Develop a seasonal water supply contingency plan annually. 6. Manage water demand and supply during peak summer season.	Summer supply planning; Financial planning City and Regional supply planning; Long term wholesale agreement; and Water rights		none	18	18
Bureau Support (Survey & Right of Way Services)	Susan Bailey	503-823-1956	none	Survey and Right of Way Services - Land issues including: identification and protection of easements effecting Bureau properties and Bureau infrastructure on private property and public Rights of Way, access and ownership of land on, over, under or continuous with Bureau assets; all non-capital surveying; review and maintenance of water right issues. Maintenance of and preparation and storing of legal documents associate with legally binding agreements for exercise of property rights.	4.4	0.00	478,465	-		478,465				PUSPBS0000	1. Manage property rights for 175 Bureau properties. 2. Perform 110 preliminary design and 80 construction surveys.	1,500 easements; property rights for 175 properties		none	19	19
Security/Emergency Management	Dave Austin	503-823-2793	none	Provide 24/7 system security for all Bureau facilities. Enhanced security is provided for vulnerable facilities - mainly to prevent, deter, and detect contamination. Provide comprehensive Emergency Management plans that address mitigation, preparedness, response, and recovery. Create and implement training and simulation exercises.	22.2		2,348,691	116,000		2,348,691		116,000	PUCSSE0000	1. Maintain 24/7 staffing at security center. 2. Randomly conduct patrols of facilities and sites. 3. Complete annual survey on all sites and facilities. 4. Coordinate and participate with the City's Office of Emergency Management.	6 terminal reservoirs; 53 pump stations; 79 tanks; Interstate facilities; treatment facility; Headworks; Sandy River Station; groundwater pump stations	116,000	none	20	20	
Fountains	Tim Kading	503-823-4210	none	Operation, maintenance, repair and replacement of the Bureau's drinking and decorative fountains.	2.5		762,006	235,000		762,006		235,000	PUCSFO0000	1. Ensure all 130 drinking fountains are operational 98% of the time. 2. Clean drinking fountains every 2 weeks. 3. Daily inspection and water quality analyses and disinfection during operating season (April through October) for 22 decorative fountains. 4. Maintenance and repair of decorative and drinking fountains. 5. Replace the 2" water supply line to the Lovejoy Fountain with a 4" to improve the fill time for the operator. 6. Replace the sand filters at Ira Keller and Salmon Street Springs.	130 drinking fountains; 22 decorative fountains	757,529	none	21	21	
Grounds/Parks	Tom Klutz	503-823-7503	none	Maintain grounds and landscaping surrounding water facilities (170 properties) in addition to 6 hydro parks. Make improvements where needed. Develop options for public use.	8.2		966,497	347,000		966,497		347,000	PUCSGP0000	1. Perform grounds maintenance on 170 properties. 2. Remove 2,300 cubic yards of debris resulting from grounds maintenance activities.	170 properties, hydro parks -Texas Tank, Marigold, Hazelwood, Gilbert Tank, Vernon Tank, 148th & Halsey.	1,220,046	none	22	22	
<b>Total</b>					<b>540.2</b>	<b>2.70</b>	<b>51,438,298</b>	<b>78,904,000</b>	<b>-</b>	<b>51,438,298</b>		<b>78,904,000</b>					<b>12,244,101</b>			