

**Pima County  
Regional Wastewater Reclamation Department**

**Quarterly Report  
July ~ August ~ September 2007**



## **Wastewater Management Has a New Name**

The County Administrator has approved a new name for the department. Beginning in November, the department will begin using the following name: Pima County Regional Wastewater Reclamation Department (PCRWMD)

In upcoming months, necessary ordinance changes will be brought before the Board of Supervisors. The department will begin using the new name without fanfare or media notification.

## **Regional Optimization Master Plan**

During this quarter, PCRWRD completed enhanced chlorination evaluations. The department has concluded that Arizona Department of Environmental Quality's (ADEQ) Best Available Demonstrated Control Technology (BADCT) requirements for disinfection can be met without using Ultra Violet disinfection technology, because equivalent or superior results can be derived from using enhanced chlorination. Substantive support for this conclusion has been obtained from field investigation with a team of experts and experimentation conducted by staff at the Ina Road Water Pollution Control Facility.

PCRWRD has also completed the evaluation of Statements of Qualifications for program management for the ROMP program provided by six engineering firms. The national firms of Greeley and Hansen and Parsons Corporation in partnership have been selected to provide program management for the ROMP program. On September 18, the Pima County Board of Supervisors approved this selection. Contract negotiations between Greeley and Hanson/Parsons and PCRWRD are underway.



The department and Pima County Procurement have completed the Solicitation for Qualifications public advertisement for the Design Consultant for the Ina Road modification/expansion. Statements of Qualifications are due on November 9.

PCRWRD has completed the Solicitation for Qualifications (SFQ) documents for a project manager for the Ina Road expansion and modification project. Major expansion of the current Class B biosolids process facilities at the Ina Road facility is included in the SFQ.

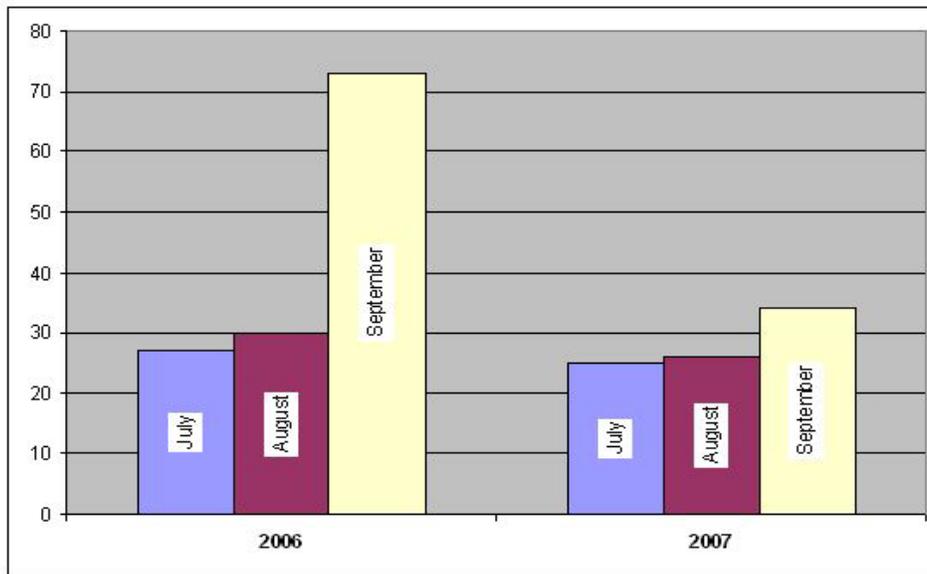
## **Odor Control**

With the exception of the Roger Road biotowers odor control project, the Odor Control Plan has been implemented and is fully operational. Two conveyance line odor control projects were deemed unnecessary after upstream odor control units successfully controlled odorous gases downstream. The sites where the two projects were to have been placed are being monitored. If at some point in the future it becomes necessary to construct odor control in those reaches, the department will implement remedial plans.

The odor control projects for all the headworks and six primary clarifiers at the Roger Road plant were completed in July. These were major projects in the plan. Other significant projects at the Roger Road facility and in the conveyance system were also completed in July. Odor complaints have decreased since these projects have been completed. Historically, the most odor complaints are received in September, October and November.



Many of the significant odor control projects were completed in the final days of July. Adjustments and modifications to these processes were made in August. While modest decreases in complaints in were realized in July and August 2007 compared to complaints in July and August 2006, there was a more significant decrease in complaints in September 2007 compared to complaints in September 2006.



During this quarter, the department has implemented the design of the new odor control system for the biotowers. The projects have been re-engineered to avoid impact to archeological findings. The construction is planned to begin in the next quarter (October – December 2007).

During this quarter, the Citizens Involvement Committee met for the final time. Members also finalized their report to the Board of Supervisors which will be presented to the Board in November.

For the first time, an odor control quarterly report is being submitted with this report. In the future, a separate report that deals strictly with odor control will be submitted each quarter in tandem with this report.

### **Roach Control Update**

In this quarter, the two-year program to provide roach control in the public sanitary sewerage system was completed ahead of schedule. Since the inception of the program, more than 60,000 public manholes have been treated with a highly effective insecticide. The product being used will remain effective for two years. Wastewater Management is in the process of putting out to bid a new two-year contract. The company that receives the contract will be required to use the same insecticide that has worked so well. The chart below compares the number of complaints from the months of July, August, and September in 2004, 2005, 2006 and 2007. In 2004, our new vector control program had not yet been instituted. We expect numbers for October, November and December to be even lower as all reaches of the system will have been treated.

## Requests For Roach Control - July, August And September 2004 - 2007

<b>2004</b>		<b>2005</b>		<b>2006</b>		<b>2007</b>	
July	705	July	396	July*	470	July	180
August	255	August	266	August*	276	August	127
September	134	September	174	September	115	September	75

\* In July and August of 2006, half the system had not yet been sprayed. We attribute the higher numbers during these months to reaches of the system that had not been sprayed for a number of years. As more of the system was treated, complaints decreased substantially.

### ISO Certification

ISO (International Organization for Standardization) is recognized world-wide as a global network that identifies what International Standards are required by business, government and society, and develops those standards in partnership with the sectors that will put them to use, adopts them by transparent procedures based on national input, and delivers them to be implemented worldwide.

ISO standards ensure quality, ecology, safety, economy, reliability, compatibility, sustainability, interoperability, efficiency and effectiveness through good management practices. An ISO Certification demonstrates to regulatory agencies that the organization is proactive about reducing pollution and committed to continual improvement.

In August, three auditors visited the Operations Division (conveyance) and completed a Pre-Assessment Audit of the division. During this review, the auditors carefully reviewed the division's Business Management System (BMS). They then made recommendations for improvement. The Operations Division has implemented those changes and is awaiting a return visit from a new set of auditors. This second round of audits is known as Certification Audits.



Upon this second review, if the division has satisfactorily implemented the auditors' recommendations and the new auditors are satisfied, the division will be recommended for certification. The Operations Division is seeking certification in the following areas: Quality (ISO 90001), Environment (ISO14001), and Safety (OSHA 18001). ISO certification is a highly-valued recognition that best business practices are implemented in those areas. Research indicates that simultaneous certification in these three areas has never before been achieved. The Operations Division is looking forward to the results of the Certification Audit.

### **Sewer Outreach Subsidy Program**

Pima County's low income assistance program for sewer users, the Sewer Outreach Subsidy (SOS) Program, has been in operation for three months. During the first three months, more than 1,000 calls were received by the program. Of those inquiries, 582 households were enrolled.

Pima County Community Action Agency (PCCAA) is administering the program for the department. In addition to its home office, PCCAA has contracted with other agencies to facilitate enrollment for individuals who do not live near their Ajo Way office. To date, four satellite offices offer increased convenience for customers seeking an eligibility assessment.

Whenever a Pima County resident applies for the SOS program, PCAA staff and other contracted agencies determine that individual's eligibility for nine other assistance programs. These programs include: other utility assistance/discount programs, rent/mortgage assistance, move-in assistance, and utility repair or deposit assistance. Other needs such as car repair or eyeglasses are also explored with callers who contact PCCAA.



Periodically, information about how to apply for the SOS program will be included in sewer bill inserts which are sent out in Tucson Water bills during the months July, November, and December.

## **Santa Cruz Interceptor Project**

Construction of the Santa Cruz Interceptor Project continued during this quarter. This major interceptor 66 inch sewer line is being constructed with trenchless technology. Manholes have also been constructed as the project advances. Community Relations Office staff visit with impacted businesses, RV Park managers and RV Park residents weekly.



## **Three Expanded Treatment Facilities Begin Operations**

Expansions at three outlying facilities were completed this quarter. The Marana, Avra Valley and Corona de Tucson Wastewater Treatment Facilities began operations of newly expanded facilities. After newly constructed facilities begin operating, staff must implement various adjustments and modifications to the equipment and the processes to optimize the facilities' operations.

## **Staffing update**

The department continues to be short staffed in many vital areas. Engineering positions are exceptionally difficult to hire, and the department is becoming more dependent on outside engineering agencies for needed services that at one time would have been performed by in-house technical and engineering staff. The department is also utilizing project management consultants to oversee projects that normally would be overseen by a staff engineer.



Other positions which were difficult to fill this quarter include: Wastewater Instrumentation and Process Control Technician, Supply Technician, Senior, Wastewater Treatment Plant Operator, Senior. In all, five successful candidates applying for these positions declined the department's offers citing low pay.

### **Management Changes**

During this quarter, there have been significant changes within the department's administration. Former Deputy Director of Engineering and Planning, Paul Bennett, took a position with Pima County Department of Transportation. Mr. Bennett's last day with Wastewater Management was August 31. With Mr. Bennett's departure, Director Michael Gritzuk made several changes in the department's organization.

Mike Bunch who had been the Deputy Director of Conveyance and Development Services is no longer overseeing the conveyance system. Instead, Mr. Bunch is Deputy Director of Engineering, Planning and Development Services. It was felt that the two functions of planning and development services logically should be overseen by the same deputy director as the activities of planning directly impact Development Services. John Warner who has been the manager of the Conveyance Section for fifteen years is Interim Deputy Director of Conveyance until the department determines the best way to proceed with the vacant Deputy Director position. It has not been decided at this time whether these organizational changes are permanent.

Jeff Nichols' position has been upgraded from Controller to Deputy Director of Finance and Administrative Services. Mr. Nichols consistently has performed responsibilities at a Deputy Director level and is often called upon to represent Mr. Gritzuk at important meetings concerning personnel, financial, IT, and administrative matters.