



1100 North Tower Avenue
Centralia, Washington 98531

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After Hours: 360.330-2747

2020

Annual Report

2020

Public Works

Annual Report

Kim Ashmore

Public Works Director

36 years

● Administrative Services	Chapter 1
● Equipment Rental & Repair	Chapter 2
Landfill Closure	Chapter 3
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Wastewater Department	Chapter 6
Water Department	Chapter 7

Administrative Services

Darci Twining	Manager	6 years
Jama Braden-Fierro	Supervisor	6 years
Sue Baker	Program Specialist	28 years
Penelope Jordan	Records Maint. Tech	14 years
Janis Bayne	Office Coordinator	3 years
Danielle Hansen	Office Coordinator	3 years
Scott Paul	Office Coordinator	3 years
Lori Pratt	CSC Representative	15 years
Michelle Palmer	CSC Representative	6 years
Sunny Weaver	CSC Representative	4 years
Kathy Wood	CSC Representative	4 years
Jeri Boone	CSC Representative	4 years

ADMINISTRATIVE SERVICES

	2020 <u>Annual Total</u>	2019 <u>Annual Total</u>	2018 <u>Annual Total</u>	2017 <u>Annual Total</u>	2016 <u>Annual Total</u>
Production					
Street Department					
Work Requests	101	155	216	236	246
Light Department					
Street Light Work Requests	26	26	28	53	34
Stormwater Department					
Work Requests	36	31	26	13	15
Water Department					
Work Requests	1	5	4	13	2
Wastewater Department					
Work Requests	1	85	1	1	0
General					
Leave Requests	3,427	3,611	3,536	3,494	3,669
Accounts Receivable Billed	\$324,605	\$378,416	\$292,085	\$278,240	\$428,285
Accounts Receivable/Late Final Notices	56	29	17	6	5
Accounts Receivable To Collection Agency **	2	11	11	16	7
Latecomer's Voucherized	\$24,338	\$5,609	\$24,338	\$2,755	\$18,929
Interdepartmental Transfers	\$16,649	\$15,078	\$115,756	\$67,212	\$65,463
Special Water Service Charges					
Refunded	3	8	4	2	1
Billed	42	28	11	0	0
Vouchers Processed	5,261	6,208	6,054	6,690	7,232
New Vendors	61	58	83	76	57
Water/Wastewater Applications					
Hook-Ups Approved Water	79	115	96	97	56
Hook-Ups Approved Wastewater	81	106	81	58	48
Hook-Ups Denied Water	2	3	2	1	0
Hook-Ups Denied Wastewater	4	3	1	0	0
Total Applications Processed	166	227	180	156	104
Interdepartment Document Reviews	37	33	37	31	44
Water/Wastewater/Light Connection Fee					
Statements Received	200	303	148	113	81
Training Registrations	75	125	145	140	195
Special Event Applications	9	13	10	5	9
Standard Operating Procedures Updated	11	20	4	6	15
Standard Operating Procedures Added	2	9	1	3	0
Grant Money Received	\$14,500	\$157,554	\$1,967,187	\$148,438	\$421,981
Loan Money Received	\$0	\$0	\$0	\$0	\$0
Documents Recorded	38	63	37	36	19
Agreements/Contracts					
(excludes Public Works contracts)	20	40	38	42	63

ADMINISTRATIVE SERVICES

	2020 <u>Annual Total</u>	2019 <u>Annual Total</u>	2018 <u>Annual Total</u>	2017 <u>Annual Total</u>	2016 <u>Annual Total</u>
<u>General (cont)</u>					
Council Agenda Items	95	113	120	125	113
Council Workshops	0	1	2	1	0
Executive Sessions	3	2	2	2	0
Presentations	0	0	1	0	1
Council Reports	6	12	11	16	4
Proclamations	0	0	0	1	0
Public Hearings	3	3	6	3	4
Public Records Requests	16	21	21	19	13
<u>Archiving</u>					
Number of Images Scanned	14,481	22,503	32,832	18,240	26,395
Number of Library Books Scanned	6	13	13	7	15
Number of New Folders	91	104	151	295	194
Number of Times UbiQuati Accessed *					
Utilities Administration	0	1,400	1,321	1,165	875
Water	0	611	490	716	458
Wastewater	0	621	610	567	443
Engineering	0	352	580	620	599
Community Development	0	201	412	647	517
City Light & Yelm	0	96	84	105	76
CSC	0	664	583	576	599
Information Systems (new in 2018)	0	52	44	0	0
Stormwater/Street	0	13	2	33	13
City Hall	0	246	242	380	256
Total Number of Times Ubiquati Accessed	0	4,256	4,368	4,809	3,836
<u>Customer Service</u>					
Regular Billing	\$40,609,825	\$40,715,446	\$40,475,617	\$39,235,912	\$35,794,353
Penalty Billing **	\$69,600	\$424,214	\$387,114	\$415,034	\$362,378
Total Billing	\$40,679,425	\$41,139,660	\$40,862,731	\$39,650,946	\$36,156,731
Payments By Walk-In **	15,302	37,186	39,532	32,718	26,000
Payments By Mail To CSC	47,871	47,854	48,711	48,515	46,267
Payments By Drop Box **	29,049	17,073	17,279	12,168	21,888
Account Deposits	428	474	407	653	746
Payments By Credit Card	23,156	19,609	18,257	32,580	33,581
Utility Billing Online Draft (started 10/2019)	1,226	68	-	-	-
AUTOPAY	18,947	18,388	16,392	12,769	10,180
Government Electronic Transfers	260	258	249	122	96
Total payments @ CSC	136,239	140,910	140,827	139,525	138,758
Number of Actual Disconnects **	141	656	830	996	1,095
Customers Billed (Regular)	141,100	140,314	139,054	138,282	137,359
Number of Service Orders	6,837	8,178	5,904	6,610	5,851
NSF Checks	100	161	173	108	139
Number of Water Leak Adjustments	259	257	251	392	260
Accounts sent to Collections **	44	255	366	374	407

* Ubiquati replaced by Laserfiche 2020

** 2020 Numbers affected by COVID-19 restrictions



Equipment Rental & Repair

Terry Driver	Lead Mechanic	23 years	
Matthew Heikkila	Mechanic	9 years	
Bryce Blair	Mechanic	7 years	

EQUIPMENT RENTAL

	<u>2020</u> <u>Annual</u> <u>Total</u>	<u>2019</u> <u>Annual</u> <u>Total</u>	<u>2018</u> <u>Annual</u> <u>Total</u>	<u>2017</u> <u>Annual</u> <u>Total</u>	<u>2016</u> <u>Annual</u> <u>Total</u>
<u>Equipment Rental</u>					
Repair Orders - Total	627	836	785	901	983
Building	0	0	6	0	0
City Light	60	85	90	119	111
City Manager	15	0	0	0	1
Community Development	5	7	0	0	0
Engineering	3	17	8	9	16
Equipment Rental	4	6	3	13	5
Information Services (new 2016)	2	1	3	2	3
Landfill Closure / Greenwood Cemetery	4	4	0	0	7
Parks	0	0	1	2	3
Police	162	240	232	251	270
Street	169	199	183	250	270
Storm	63	55	57	78	88
Wastewater	77	109	109	78	120
Water	43	78	66	79	69
Yelm	20	35	27	20	20
Preventative Maintenance					
performed (in-house)	279	282	217	220	247
Total Work Orders Opened	959	1,059	1,007	1,150	1,280
Total Work Orders Closed	913	845	785	901	997
Equipment Rental Charges	\$593,271	\$656,405	\$634,121	\$621,560	\$526,334
Equipment Replacement Fees	\$939,360	\$1,019,400	\$1,190,160	\$887,280	\$979,140

Landfill Closure

LANDFILL CLOSURE

	<u>2020 Annual Total</u>	<u>2019 Annual Total</u>	<u>2018 Annual Total</u>	<u>2017 Annual Total</u>	<u>2016 Annual Total</u>
<u>Production</u>					
Methane Gas Destroyed In Flares (Cubic Feet)	0	0	0	0	11,750,400
Gas Condensate Atomized In Flares (Gallons)	0	0	0	0	810
Number Of Groundwater Samples Analyzed For Leachate Indicator Parameters	0	0	0	0	144
Number Of Groundwater Samples Tested For PH, Conductivity, Temperature, Turbidity, Etc.	0	0	0	0	44
Number Of Wells Sounded For Groundwater Levels	0	0	0	0	130
Number Of Surface Water Samples Collected And Shipped	0	0	0	0	5
Number Of Times Gas Wells And Perimeter Gas Probes Were Tested To Insure Proper Operation Of Landfill Gas System	0	0	0	0	56
Number Of Samples Of Groundwater Collected In The Vicinity Of The Eshom Well To Characterize The Extent Of VOC Contamination	0	0	0	0	4
Number Of Emergency Call-Outs For Landfill Flare	0	0	0	0	0
<u>Host Fees</u>					
Transfer Station Tonnage	0.00	0.00	62,917	62,304	55,539
Host Fee Revenue	\$225,000	\$225,000	\$265,006	\$263,664	\$232,516

As of January 2017 the Landfill is operated by Lewis County Solid Waste

Stormwater

Andrew Elam

Maintenance Tech

4 years

STORMWATER UTILITY DEPARTMENT

	<u>2020</u> <u>Annual</u> <u>Total</u>	<u>2019</u> <u>Annual</u> <u>Total</u>	<u>2018</u> <u>Annual</u> <u>Total</u>	<u>2017</u> <u>Annual</u> <u>Total</u>	<u>2016</u> <u>Annual</u> <u>Total</u>
<u>Production</u>					
New Catch Basins Installed	3	3	2	0	3
New Culvert Installed (lf)	0	0	85	0	0
New Storm Line Installed (lf)	194	204	14	0	330
Work Orders Opened	11	30	67	9	46
Work Orders Completed	0	14	17	8	35
Emergencies/Call-outs	6	6	10	11	13
<u>Maintenance</u>					
Sweeping Mileage	1,623	1,475	1,549	987	1,375
Sweeper Tailings - yards removed from City streets	654	376	384	768	551
Decant Facility Maintenance Hours*	446	-	-	-	-
Culverts Cleaned (lf)	45	26	115	45	85
Catch Basins Cleaned-out	198	949	250	33	90
Catch Basins Raised	1	0	0	2	0
Catch Basins Replaced	0	0	0	0	1
Detention Pond Inspection	53	40	99	84	71
Catch Basins Inspected	1,448	1,657	1,076	1,760	113
Outfalls Inspected	117	175	268	224	356
Manholes Cleaned-out	9	11	25	21	21
Manholes Covers Replaced	0	1	0	2	0
Storm Drains Cleaned (LF)	9,096	6,505	2,326	2,190	4,788
Shoulder Grading (LF)	2,600	6,845	27,900	10,584	6,920
<u>Charity Car Washes</u>					
# of Car Washes	1	12	14	10	5
# of Cars Washed	18	444	318	377	228
Gallons of wash water removed from drains	108	2,664	1,908	2,262	1,368
<u>Maintenance Materials</u>					
Crushed Rock (tons)	195	369	885	433	578
Asphalt (tons)	0	6	0	29	10

* 2020 - Tracking of hours started.

Street

Dan Etter	Lead Maintenance Tech.	18 years
Mark Hoffman	Maintenance Tech.	8 years
Ken Twining	Maintenance Tech.	3 years
Mike Harritt	Maintenance Tech.	2 years
Dave Powell	Maintenance Tech.	1 year

STREET DEPARTMENT

	<u>2020 Annual Total</u>	<u>2019 Annual Total</u>	<u>2018 Annual Total</u>	<u>2017 Annual Total</u>	<u>2016 Annual Total</u>
<u>Production</u>					
Signs					
New/Installed	92	7	23	28	3
Repaired/Replaced	536	526	180	381	228
Hours **	484	-	-	-	-
Feet of Sidewalk Replacement	160	349	224	336	624
Work Orders Opened	61	105	351	41	187
Work Orders Completed	0	71	84	27	108
Emergencies/Call-outs	27	22	9	32	15
<u>Maintenance</u>					
Site Line Trimming/Pruning(hrs)	951	1,263	1,347	1,125	1,097
Painting Hours	821	483	852	1,174	1,014
Dead Animal Pickup	4	9	10	16	23
Alley Grading (lf)	15,805	5,495	13,275	7,505	6,685
Asphalt Repair (hrs)	1,428	1,532	1,599	1,069	112
Blade Patch (Ln miles) (new 2018) TBF *	5	2	3	-	-
Streets Chip-sealed (Ln miles) TBF *	4	3	3	1	8
Streets Crack-sealed (Ln miles) TBF *	0	0	1	4	4
Mowing ROW (hrs)	473	407	238	210	181
Mowing Levee (hrs)	34	18	19	34	66
Ice & Snow Removal (hrs)	8	87	50	125	51
Litter Pick-Up Requests	35	29	21	14	20
Pothole Patching (hrs)	614	647	587	1,221	852
# of Pothole filled	3,894	5,331	5,063	8,831	5,998
<u>Maintenance Materials</u>					
E-Z Street (tons)	127	131	94	219	143
Asphalt (tons)	1,185	1,636	1,146	584	63
Concrete (cu yds)	90	74	30	59	105
Crushed Rock (tons)	888	385	1,135	1,003	836
Drain Rock (tons)	0	0	0	0	0
3/8" Chip Rock (tons)	0	0	0	0	1,180
Sand (tons)	0	100	164	222	0

*TBF - Transportation Benefit Fund

**Started tracking 2020

Wastewater

Rick Eaton	Manager	2 years
Greg Nanney	Lead Plant Operator	27 years
Justin Phelps	Lead Plant Operator	4 years
Bregg Phelps	Plant Operator	19 years
Travis Gonia	Plant Operator	17 years
Joseph Jordan	Laboratory Process Analyst	3 years
Greg Boone	Lead Collection System Tech	29 years
Jason Schroeder	Collection System Tech	21 years
Joe Taurman	Collection System Tech	9 years
Aaron Pannkuk	Collection System Tech	9 years
Dakin Zurfluh	Instrument & Controls Tech	26 years
Dee Russell	Environmental Specialist	24 years

WASTEWATER DEPARTMENT

	2020 <u>Annual</u> <u>Total</u>	2019 <u>Annual</u> <u>Total</u>	2018 <u>Annual</u> <u>Total</u>	2017 <u>Annual</u> <u>Total</u>	2016 <u>Annual</u> <u>Total</u>
<u>Production</u>					
Raw Wastewater Processed:					
Million Gallons/Year	645	489	593	734	731
Avg Daily Flow Million Gallons/Day	1.77	1.34	1.63	2.04	1.98
Laboratory Tests Performed	12,000	15,205	24,000	26,550	24,000
Total Pounds Of Solids Removed By Process	1,296,811	1,159,338	1,202,415	1,263,753	1,137,024
Total Pounds Of BOD Removed	1,196,617	1,200,919	1,158,164	1,247,846	1,046,899
Total Pounds Of Class A Biosolids Produced	886,623	834,433	863,478	941,719	972,135
Lineal Feet Of Sewer Mains Jetted	47,117	42,395	66,885	51,766	20,882
<u>Inspections</u>					
Side Sewer	60	49	28	28	18
Lineal Feet Of Sewer Mains	43,790	41,730	64,098	44,223	18,798
Restaurant Inspections	113	205	262	123	143
Business Licences Reviewed	361	241	123	82	91
<u>Preventive Maintenance Work Orders</u>					
Preventive Maintenance Work Orders	606	666	531	596	608
Preventive Maintenance Work Orders Complete	696	669	595	551	627
Preventive Work Order Man-Hours	1,613	1,604	1,150	503	555
<u>Reactive Repair Work Orders</u>					
Repair Work Orders	350	407	406	428	364
Repair Work Order Man-Hours	1,197	2,010	1,740	1,431	1,468
After Hour Call Outs	83	75	105	163	86

Water

Andy Oien	Manager	15 years
Aaron Brandt	Lead Technician	19 years
Casey Brady	Technician	18 years
Alan Teitzel	Technician	18 years
Kory Rogers	Technician	6 years
Logan James	Technician	3 years
Mike Kent	Lead Customer Svc Tech	22 years
Brent Fuller	Meter Reader	16 years
Mike Gray	Remote Systems Lead	31 years
Chris Stone	Remote Systems Tech	5 years
Reid Zucati	Remote Systems Tech	3 years
Charlie Chambers	Water Quality Specialist	21 years

WATER DEPARTMENT

	<u>2020</u> <u>Annual</u> <u>Total</u>	<u>2019</u> <u>Annual</u> <u>Total</u>	<u>2018</u> <u>Annual</u> <u>Total</u>	<u>2017</u> <u>Annual</u> <u>Total</u>	<u>2016</u> <u>Annual</u> <u>Total</u>
<u>Production</u>					
Wells: MG*	747	753	827	755	741
New Service	26	42	28	33	20
Meter Change-outs	1,605	1,683	861	1,253	428
Hydrant Replacement Installation/Extensions	2	5	6	19	12
<u>Reactive</u>					
Service Leaks	74	97	57	54	69
Service Lines Replaced	20	26	18	14	57
Main Leaks	27	29	37	39	43
After Hour Call Outs	205	204	196	243	192
Hydrant Repairs	4	16	11	59	33
<u>Usage</u>					
Water Used: MG*	747	753	872	755	741
Water Sold: MG*	639	627	636	612	614

*MG = million gallons

NATIONAL PUBLIC WORKS WEEK

MAY 17-23, 2020



THE
Rhythm
OF
PUBLIC WORKS

APWA