DATE: October 17, 2019

TO: Water Commission

FROM: Bradley Rahrer, Wastewater Collection System Superintendent

SUBJECT: Sewer Lateral Inspection Program Update

Recommendation:

That Water Commission receive an update from staff on the Sewer Lateral Inspection Program.

Background:

The City of Santa Barbara’s Sewer Lateral Inspection Program (SLIP) was established in 2007 as a way to address the increasing number of private sewer lateral spills and public spills caused by issues with private sewer laterals. Staff has recognized the need for increased public awareness of private sewer lateral maintenance and enhanced communication materials for the SLIP program. The SLIP has undergone significant changes over the last 12 months, with the major focus to develop more effective communication materials for the public and provide individual assistance for property owners as they navigate the complex process of lateral inspection and repair.

Website Updates:

Over the past year, City staff has developed a number of enhanced communication materials about the SLIP and the importance of sewer lateral maintenance. The material has been added to the City’s new SLIP website. The new website went live in March 2019; significant updates have been made to the site since then to include additional educational materials and to make the site easier to navigate.

Improvements to the website include residential resources, commercial resources, and repair solutions. These resources describe the SLIP process from receipt of the first letter through receipt of a certificate of compliance to inform the property owner about what to expect throughout the process. The website’s Frequently Asked Questions section continues to be updated and new questions added. The hope is that the public will visit the website for more information about the SLIP, reducing the amount of calls staff receive from property owners who receive a letter.

One major element added to the website is the SLIP Events page. This section of the website details the upcoming SLIP outreach events and allows the public to RSVP to each event. This page will be continually updated as new events are added and feedback from the community is received.

Workshops and Availability Sessions:

Staff has listened to the comments and criticisms from the public, Water Commission, and City Council about the need for assistance to guide the public through the seemingly overwhelming SLIP process. As a result, staff has developed an evolving calendar of events to educate and support the public
through the process. The events range from one-on-one appointments, group workshops, availability sessions, presentations to important stakeholders, and public engagement events like Earth Day and home-buying fairs. The list of these events can be found on the SLIP website.

One of the upcoming workshops is a focus group scheduled for October 29, 2019. With all the new outreach materials, staff is seeking input from stakeholders to review the material for clarity and completeness. By engaging the stakeholders such as realtors, past SLIP customers, and NGO groups, the material will receive a thorough review, each member of the focus group will feel a sense of ownership in the program, and staff will continue to earn the trust and high regard of the community.

Below is a list of the scheduled workshops and availability sessions through the end of 2019:

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 16, 2019</td>
<td>Wednesday</td>
<td>5:00 - 7:00 p.m.</td>
<td>Availability Session</td>
</tr>
<tr>
<td>October 24, 2019</td>
<td>Thursday</td>
<td>8:30 - 10:30 a.m.</td>
<td>Property Management Workshop</td>
</tr>
<tr>
<td>October 29, 2019</td>
<td>Tuesday</td>
<td>8:30 - 10:30 a.m.</td>
<td>Focus Group Discussion</td>
</tr>
<tr>
<td>November 20, 2019</td>
<td>Wednesday</td>
<td>5:00 - 7:00 p.m.</td>
<td>Availability Session</td>
</tr>
<tr>
<td>December 18, 2019</td>
<td>Wednesday</td>
<td>5:00 - 7:00 p.m.</td>
<td>Availability Session</td>
</tr>
</tbody>
</table>

Sewer Tap/Wye Replacement Updates:

Since late 2013, City staff has managed a wye connection replacement contract with very few changes to the scope of work. In our review of the SLIP, staff believes additional City contracted services would help simplify the SLIP process and provide property owners with more repair options and competitive pricing. With the support of the Water Commission, City staff went out to bid, and bids were received in late July 2019. The two options included in the bid were:

- Option 1: Sewer Tap/Wye Replacement – Status Quo (Class A contractor)
- Option 2: Sewer Tap/Wye Replacement with Excavation – New (Class A contractor)

Option 1 is currently available, and property owners continue to utilize this option as needed. The introduction of Option 2 has taken time to implement. Option 2 has required the development of a new fee, which will be reviewed by Finance Committee on Tuesday, October 15, 2019. The resolution will be voted on by City Council on Tuesday, October 22, 2019. If approved, Option 2 will be available to property owners in November 2019. The SLIP team has already garnered interested from a handful of SLIP customers regarding Option 2. Upon approval of this option, the development of additional outreach material will be required to assist property owners and explain the process.

Conclusion

Staff has made significant progress with public outreach, including workshops and website updates. Staff is currently evaluating staffing resources required to have a successful SLIP today and into the future. Upon completion of that evaluation, staff will report back to Water Commission and Council.
PUBLIC WORKS DEPARTMENT
WATER RESOURCES DIVISION - WASTEWATER
SEWER LATERAL INSPECTION PROGRAM – REVISED FEES TO PROVIDE SEWER SERVICE CONNECTION ALTERNATIVES FOR CUSTOMERS

Water Commission– October 17, 2019
Overview

Public Outreach Progress
- Website Updates
- Upcoming Events

New Lateral Connection

Repair Solutions and Fees

Sewer Lateral Inspection Program (SLIP)
Public Outreach Progress

Website Updates

• SLIP Events – now listed on website
• Repair Solutions Page
  - Provides information on different methods
  - process and tips to work through making the repairs
• Residential Resources Page
  - Inspection and Repair Guidelines
  - CIPP information

• www.SantaBarbaraCA.gov/SLIP
## Public Outreach Progress

### Upcoming SLIP Informational Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Audience</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, October 24, 2019</td>
<td>8:30 a.m. - 10:30 a.m.</td>
<td>Property Management Workshop</td>
<td>David Gebhard Public Meeting Room</td>
</tr>
<tr>
<td>Wednesday, November 20, 2019</td>
<td>5:00 p.m. - 7:00 p.m.</td>
<td>Availability Session</td>
<td>El Estero Water Resource Center</td>
</tr>
<tr>
<td>Wednesday, December 18, 2019</td>
<td>5:00 p.m. - 7:00 p.m.</td>
<td>Availability Session</td>
<td>El Estero Water Resource Center</td>
</tr>
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Public Outreach Progress

Focus Group

- Focus Group on October 30
  - External stakeholders
  - Internal City staff
- Review informational material and website
- Conduct survey and seek verbal feedback at the focus group
- After focus group
  - Translate to Spanish
  - Modify version to be included in bill inserts, newsletter
Repair Solutions

- Lateral Connection Repairs Options
  - July 30 – Bids Opened
  - August – September – Proposed Fees Developed
  - October 15 – Finance Committee
  - October 22 – City Council
SLIP Process - Repair

Receive Repair Notification Letter

Property owner reviews letter and has 120 days to make repairs*

Property Owner Decides on Repair Solution

Option 1  Option 2  Option 3

Option 1: Replacement from 24th to 4th Avenue 
Option 2: Replacement with valve
Option 3: Replacement with check valve

SantaBarbaraCA.gov
Option 1: Sewer Tap/Wye Replacement

— Current Practice

• Excavation performed by property owner’s appropriately licensed contractor

• Permit fee covers cost for City’s Class A Contractor to install new factory wye or saddle

• Property owner’s contractor makes other sewer lateral pipeline repairs (if applicable) and backfills

• Restores pavement
Option 2: Sewer Tap/Wye Replacement with Excavation – Proposed Option

- Excavation performed by City’s Class A Contractor.
- Fee includes all costs involved to excavate, replace the lateral connection, backfill, pave and coordinate with other utilities
- Includes inspection fees
- Limitation: For depth up to 8 feet deep and 4 foot trench width.
- Additional $600/4-ft depth
Option 3: Sewer Lateral Connection Rehabilitation Option

— Proposed Option

- Fee covers the cost for the installation of a lateral connection sealing device at time sewer main is rehabilitated
- Applies to laterals located on the current or near-term sewer main rehabilitation capital improvement project schedule
Fee to Replace Additional Connection Unexpectedly Encountered

• Additive fee when multiple connections are discovered and are in close proximity to one another
• Property owner elects to replace it at the time of excavation
• $450 per connection regardless of the lateral or main size
## Current vs. Proposed Fees

<table>
<thead>
<tr>
<th>Sewer Service Connection Option</th>
<th>Main Size</th>
<th>Current FY20 Fee</th>
<th>Proposed New Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Option 1 (Current Practice)</strong></td>
<td>4&quot; or 6&quot; Lateral connecting to 6&quot; or 8&quot;</td>
<td>$952</td>
<td>$895</td>
</tr>
<tr>
<td></td>
<td>4&quot; or 6&quot; Lateral connecting to 10&quot; or greater</td>
<td></td>
<td>$995</td>
</tr>
<tr>
<td><strong>Option 2 (Proposed Additional Option)</strong></td>
<td>4&quot; or 6&quot; Lateral connecting to 6&quot; or 8&quot; Sewer Main</td>
<td></td>
<td>$5,000</td>
</tr>
<tr>
<td></td>
<td>4&quot; or 6&quot; Lateral connecting to 10&quot; or greater Sewer Main</td>
<td>N/A</td>
<td>$5,500</td>
</tr>
<tr>
<td></td>
<td>*If connections are greater than 8 feet in depth</td>
<td></td>
<td>$600/4-foot depth</td>
</tr>
<tr>
<td><strong>Sewer Lateral Connection Rehabilitation Option (Proposed Additional Option)</strong></td>
<td>4&quot; or 6&quot; Lateral connecting to 6&quot; or 8&quot; Sewer Main</td>
<td>N/A</td>
<td>$1,500</td>
</tr>
</tbody>
</table>
QUESTIONS?

Water Commission
October 17, 2019
Discussion