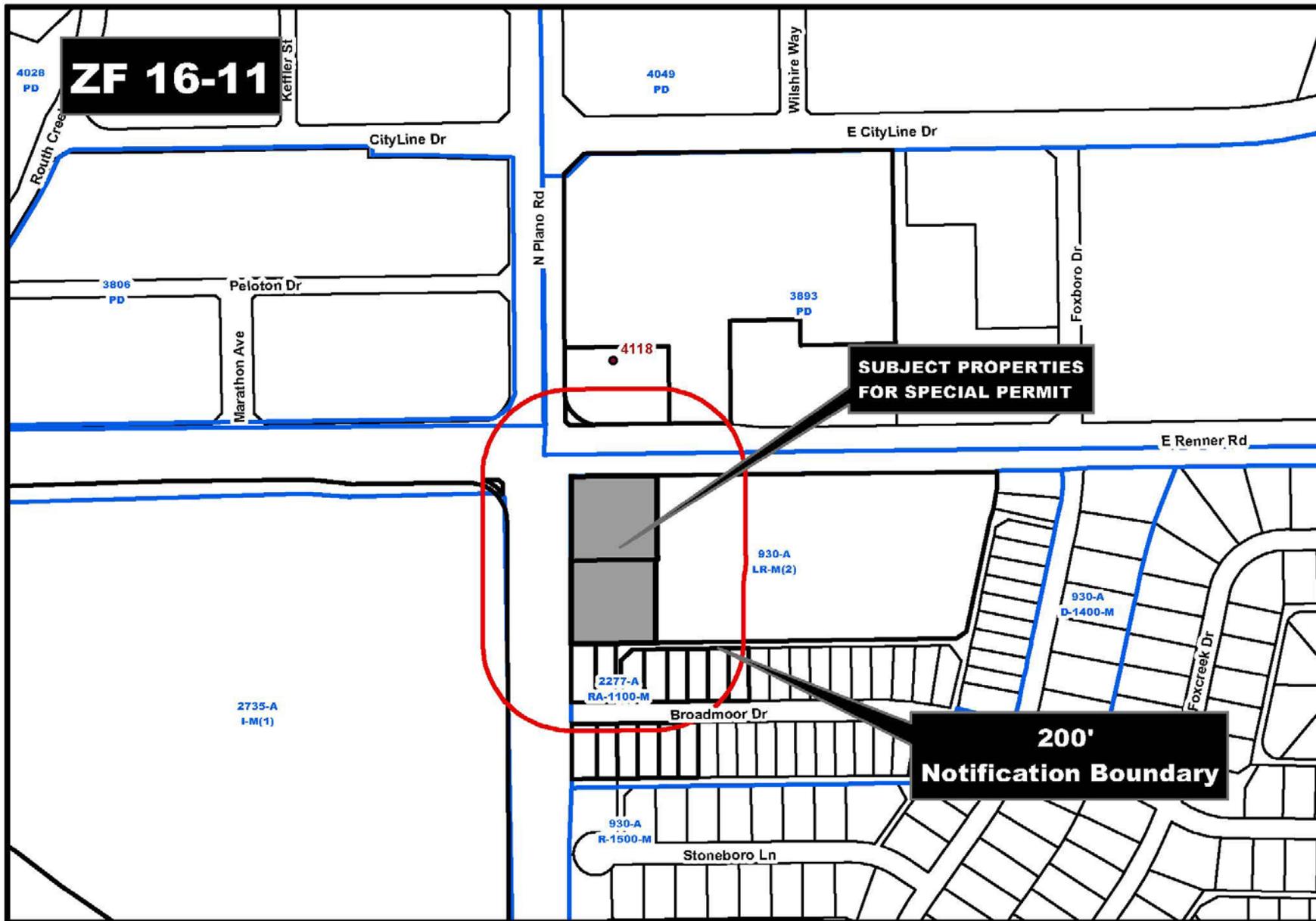


City Council Work Session Handouts

June 13, 2016

- I. Review and Discuss Zoning File 16-11
- II. Review and Discuss Approval of the United Disciples Christian Church as a Participant in the City of Richardson Community Garden Partnership Program
- III. Review and Discuss Bid #60-16 – East Pond Outlet Repairs Renner Road Ponds in Breckinridge Park
- IV. Review and Discuss Aquatics Maintenance Strategy
- V. Review and Discuss the Contracting of Utility Bill Printing and Mailing and Preparing for Summer Watering

Agenda Item 6
Zoning File 16-11
Special Permit
(Drive-thru Restaurant)



ZF 16-11 Notification Map

Updated By: shacklett, Update Date: April 28, 2016
 File: DSMMapping\Cases\Z\2016\ZF1611\ZF1611 notification.mxd

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries.





ZF 16-11 Aerial Map

Updated By: shacklett, Update Date: April 28, 2016
File: DSMMapping\Cases\Z\2016\ZF1611\ZF1611 ortho.mxd

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries.



CityLine Drive

Renner Road

Plano Road

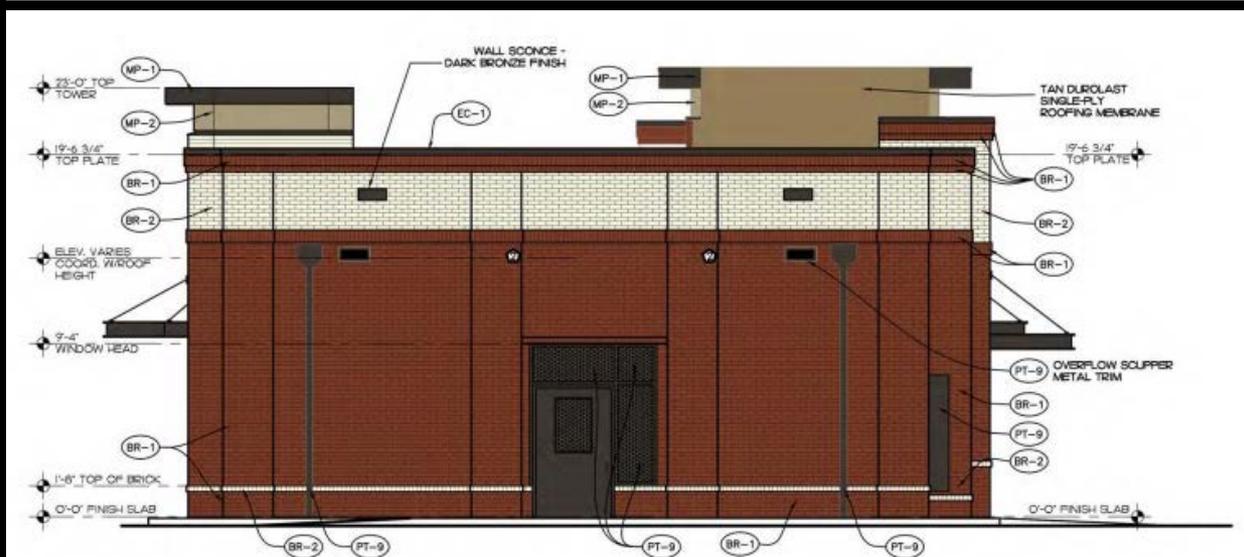
Subject Property

Oblique Aerial
Looking North





1 NORTH ELEVATION
 3/16" = 1'-0"



2 SOUTH ELEVATION
 3/16" = 1'-0"

North & South Elevations



2 EAST ELEVATION
 3/16" = 1'-0"



1 WEST ELEVATION
 3/16" = 1'-0"

East & West Elevations



(1)

Looking West along
Renner Road



(2)

Looking North across Renner Road (CityLine Market)



Looking East at
Office Development

(3)



NORTHAVEN AUTO

Looking Southwest at
Subject Property

(4)



(5)

Looking West along
South Property Line



(6)

Looking North along East Property Line



**NORTHAVEN
AUTO**
COMPLETE AUTO CARE
972-480-8868

Certified Emissions Facility
A/C BRAKES
Inspection Due 09

FIRE LANE

NO PARKING

Looking North along
Plano Road

(7)

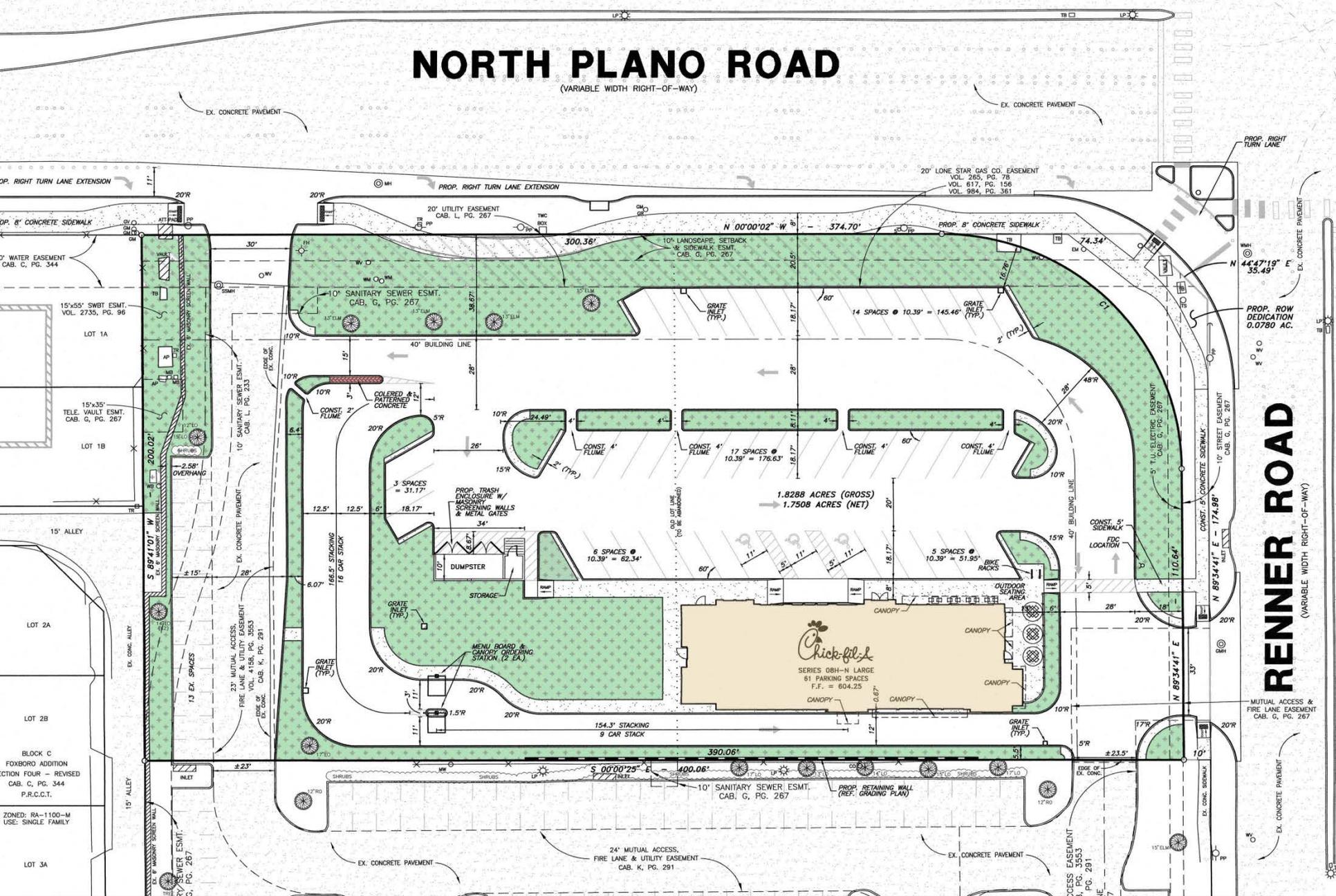


(8)

Looking South along
Plano Road

NORTH PLANO ROAD

(VARIABLE WIDTH RIGHT-OF-WAY)



RENNER ROAD

(VARIABLE WIDTH RIGHT-OF-WAY)

Zoning Exhibit

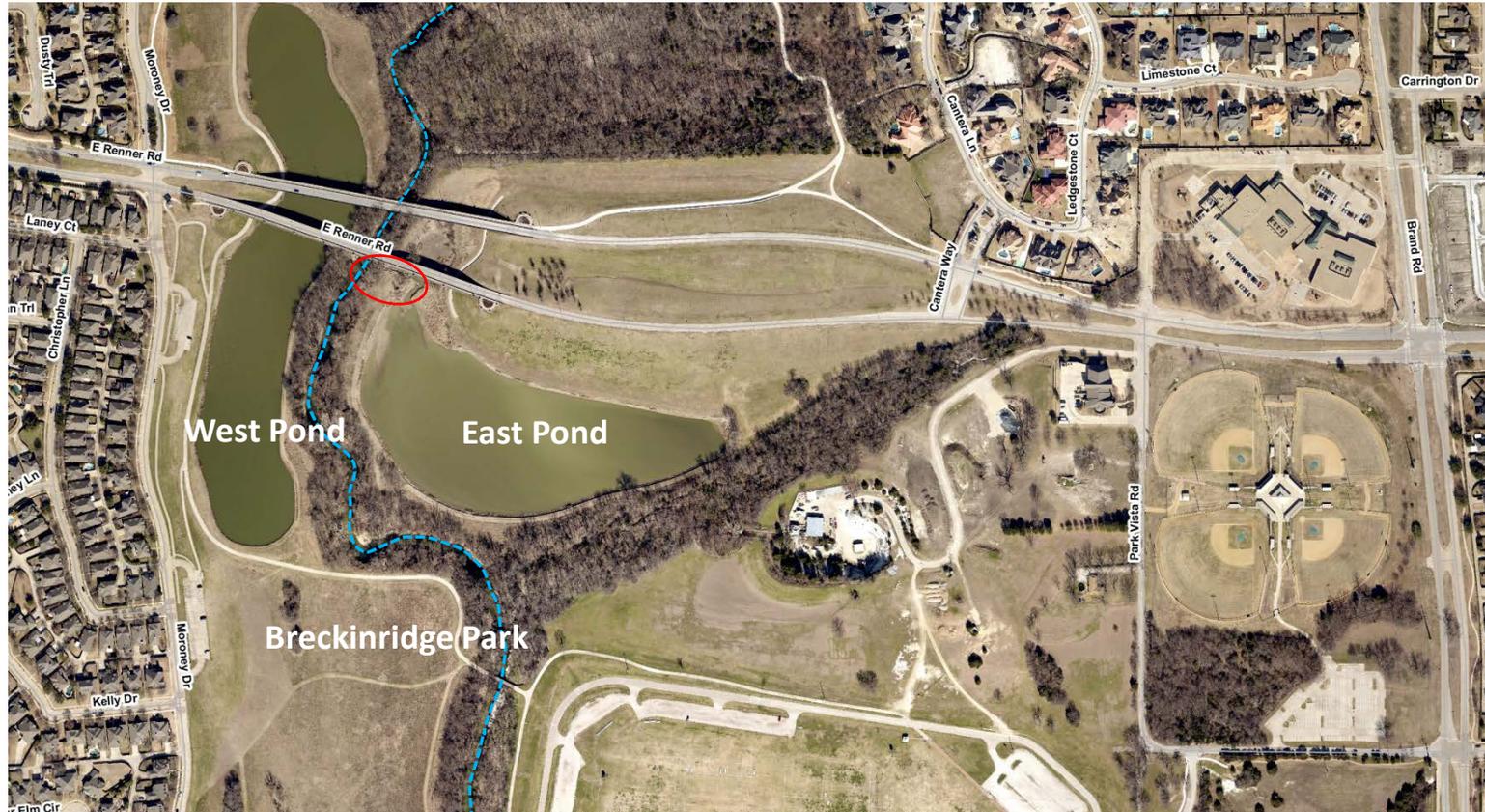
Community Garden Application: United Disciples Christian Church

- In January 2011, City Council adopted Resolution 11-02 establishing the Community Gardens Partnership Program which provides approved gardens with a 95% discount on water usage costs
- On May 24, 2016 the Environmental Advisory Commission reviewed and approved a Community Garden application for the United Disciples Christian Church located at 601 East Main Street
 - The application submitted meets all of the Community Garden requirements:
 - The property has adequate off street parking
 - The required number of plots and square footage will be met
 - 25% of edible goods will be donated to the Network of Community Ministries



East Pond Outlet Repairs

Renner Road Ponds in Breckinridge Park



 Work Location

 Rowlett Creek

East Pond Outlet Repairs

Renner Road Ponds in Breckinridge Park



Eroded Outlet Box

Work Description

- Fill and regrade eroded area at outlet box
- Replace Debris Grate on outlet box
- Install turf reinforcing mat to protect from erosion
- Reestablish ground cover



Outflow Channel

Schedule

- Open Bid #60-16 July 2016
- Construction September to November 2016



Aquatics Maintenance Strategies

Richardson City Council
June 13, 2016

City of Richardson
Parks & Recreation Department



City Council Strategic Goal

Goal:

- Enhance the Quality of Life of Our Stakeholders
- December 7, 2015

Tactic:

- Commence with aquatics assessment and planning initiative

Objectives:

- Assessment to focus on pool infrastructures and mechanical support systems
- Emphasis on maintenance and operational sustainability

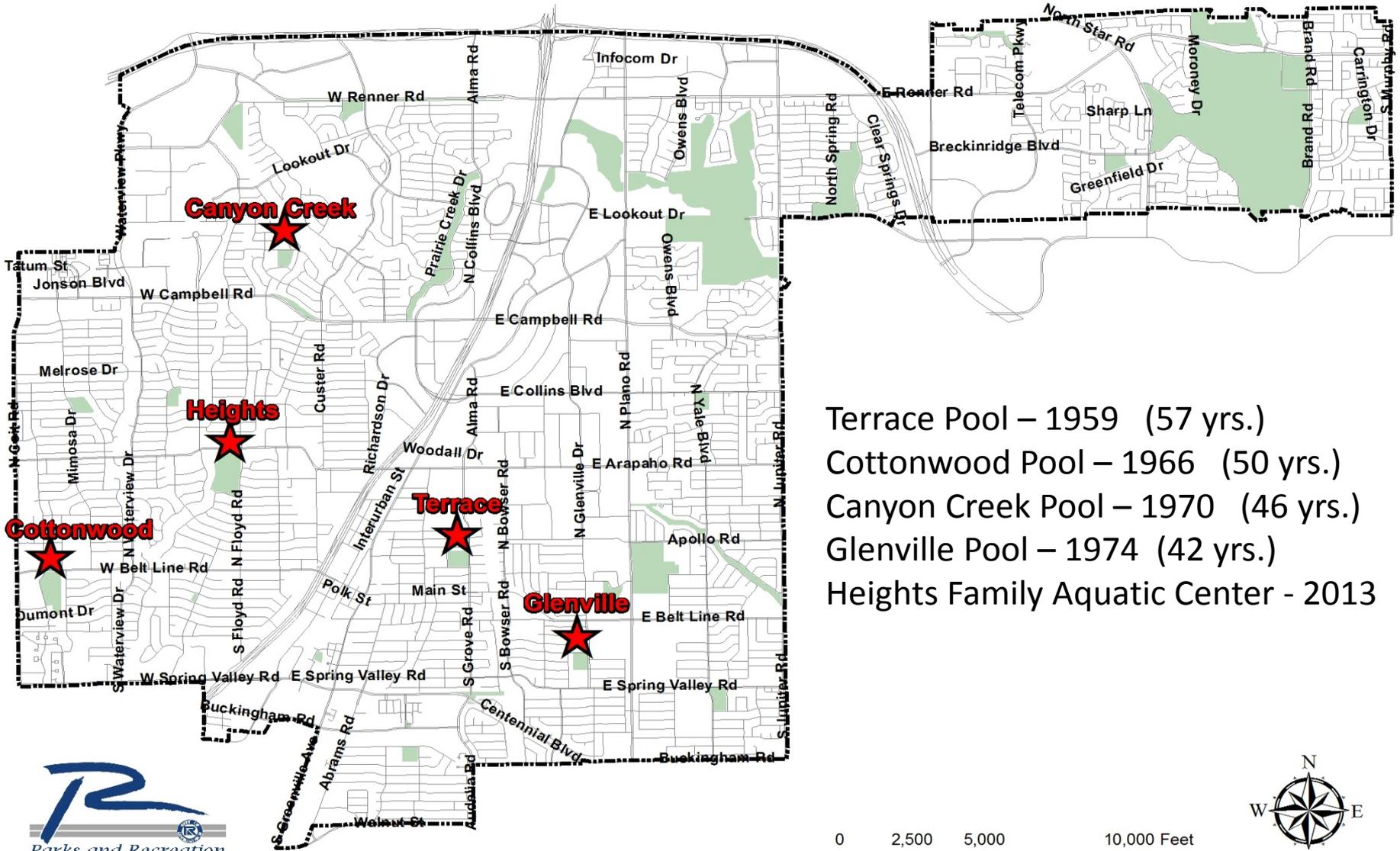


Background

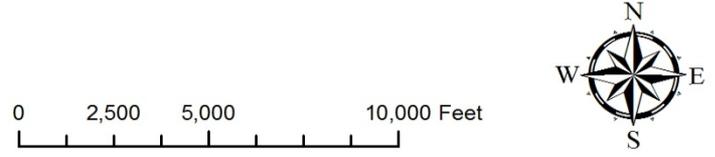
- Swimming is a lifetime activity and a core service provided by cities.
- Richardson's neighborhood pools have successfully provided recreational opportunities for many years.
- Maintaining service equity across the community is important.
- Pool and building infrastructures have a finite life.



Aquatic Facility Locations



- Terrace Pool – 1959 (57 yrs.)
- Cottonwood Pool – 1966 (50 yrs.)
- Canyon Creek Pool – 1970 (46 yrs.)
- Glenville Pool – 1974 (42 yrs.)
- Heights Family Aquatic Center - 2013



Strategies – Two Steps



Rationale – Aquatics Maintenance Strategy (Step 1)

- Many aquatics needs could not be addressed in the 2015 bond program.
- Assessment will focus on pool infrastructure and mechanical systems.
- Results will complete an overall pool and buildings conditions report which will be used to establish maintenance priorities.
- Multi year strategy to address maintenance needs for operational sustainability prior to master planning/future capital funding.



Step 1 – Aquatics Maintenance Strategy Timeline Overview



Timeline Summary (proposed)

Time Frame	Task
Through Summer 2016	<ul style="list-style-type: none"> •Identify immediate facility needs for FY 16-17 budget •Identify, interview and select facilities consultant
Fall 2016 (September – November)	<ul style="list-style-type: none"> •Existing conditions review – on site work underway
Winter 2017 (December – February)	<ul style="list-style-type: none"> •Presentation of findings to City •Development of multi year maintenance strategy and costing
Spring 2017 (March - June)	<ul style="list-style-type: none"> •Presentation of findings and multi year maintenance and reinvestment plan to Parks and Recreation Commission and City Council for consideration for FY 17-18 and future budgets



Next Steps

- Identification of current needs – FY 16-17 budget
- Aquatics Maintenance Strategies briefing for the Parks and Recreation Commission on June 14
- Set scope of work for consultant selection





Aquatic Maintenance Strategies

City of Richardson
Parks & Recreation Department





Contracting of Bill Printing and Mailing

City Council Worksession – June 13, 2016

presented by Cara Copley

City of Richardson
Finance

City Council Goals & Strategies

- Goal – To effectively and efficiently manage city resources while maintaining and enhancing city services.
- Strategies:
 - Improve customer experience in interactions with the City
 - Effective and efficient management of City finances



Why Consider Contracting?

- Current high-speed printer is nearing the end of it's useful life
- Staff has identified a potential for savings
- Contracting allows for a new bill design that is more customer friendly and eye appealing
- Matches the bill printing practices of our peers



Current Printing Environment

- Currently, city staff are responsible for printing, inserting and mailing all utility bills each month:
 - Approximately 33,000 Utility related pieces mailed each month (includes regular bills, delinquent bills and cut-off notices)
 - Approximately 28,000 blue recycle bag letters mailed each year to all residential account holders



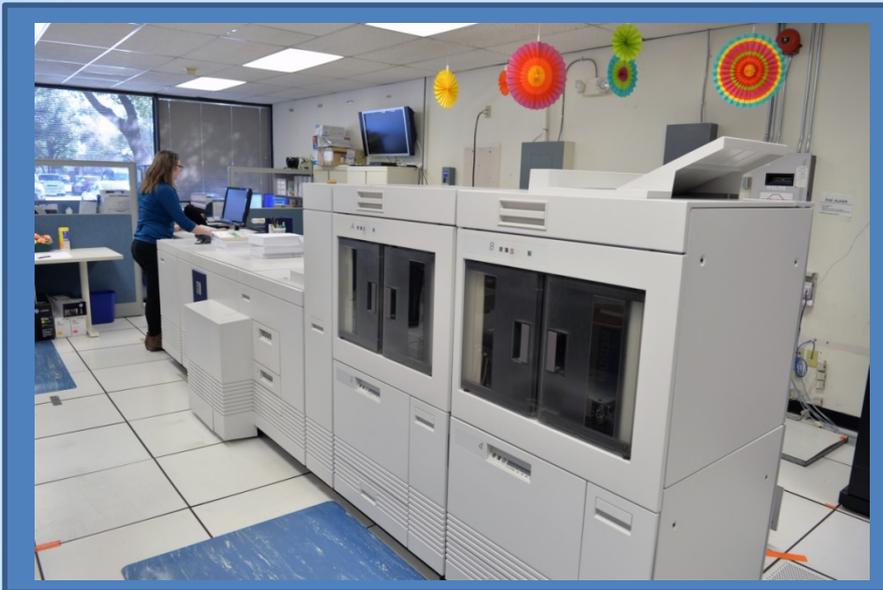
Current Environment (continued)

- 32,458 Residential and Commercial accounts:
 - 17,269 (53%) have registered an online City of Richardson account
 - 14,327 (44%) receive an e-bill notification each month
 - 10,131 (31%) pay their bill on the city's website either as a one-time payment or recurring payment
 - 5,360 (17%) have elected to go PAPERLESS!



Current Process

City staff print, sort, fold, insert, and mail all utility bills in-house



Staff spend approximately **50 hours per month**



Proposed Process

Vendor will perform the following functions:



1. Receive data file from City



2. Process data and generate bills



3. Print bills after receiving approval from City



4. Deliver bills to Post Office



Benefits of Contracting

- Estimated Time Savings:
 - 50 hours per month
 - Free staff for more customer service functions
- Estimated Cost Savings:
 - \$42,402 per year
- Other customer enhancements



What would change for the Customer?

- New/Improved look of bills
 - Bill design process with vendor
 - Electronic version of bill will be exact replica of paper bill
- No more one piece “Send & Return Envelopes”
 - Customers will now receive a separate return envelope
- Customers should receive their bill one day earlier
 - Eliminates local post office from having to send bills to Coppell USPS HUB.



Draft Format of New Bill*

Historical
13-Month
Usage
Graph

More room
for bill
messages



CITY OF RICHARDSON
UTILITIES DEPARTMENT
411 W. ARAPAHO RD. SUITE 101
RICHARDSON, TX 75080-4551



***SINGLE-PIECE 1 SGL 703N8A824-A-1
4 1 1 SP 0.480

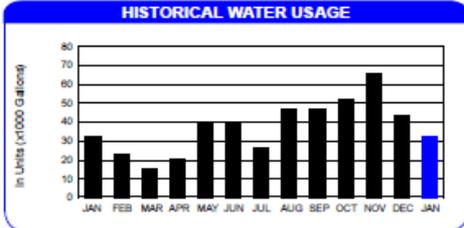


JOHN Q SAMPLE
12345 ANYSTREET DRIVE
RICHARDSON, TX 75080-4551-1234

UTILITY STATEMENT

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
0000-00000	02/16/2015	\$64.88
TOTAL DUE IF PAID AFTER 02/16/2015		\$71.37

HISTORICAL WATER USAGE



Meter Type	Current Read:	Past Read:	Usage:
WATER	1418	1388	48
WATER	1416	1388	48

IMPORTANT MESSAGE

MESSAGE LINE 1, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 2, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 3, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 4, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 5, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 6, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 7, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 8, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 9, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789
 MESSAGE LINE 10, ARIAL 8 PT, FIT 50-70 CHARACTERS 123456789

▼ KEEP THE ABOVE PORTION FOR YOUR RECORDS AND RETURN THIS STUB WITH YOUR PAYMENT ▼
 MAKE CHECK PAYABLE TO: CITY OF RICHARDSON

ACCOUNT INFORMATION

BILLING DATE: 01/23/2015
 INVOICE NUMBER: 922089
 ACCOUNT NAME: JON Q SAMPLE
 SERVICE ADDRESS: 12345 SAMPLE BLVD
 SERVICE PERIOD: 12/11/2014 to 01/12/2015

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
0000-00000	02/16/2015	\$64.88
TOTAL DUE IF PAID AFTER 02/16/2015		\$71.37

PLEASE WRITE ACCOUNT NUMBER ON CHECK AND REMIT PAYMENT TO:

AMOUNT ENCLOSED
\$

***SINGLE-PIECE 1 SGL 703N8A824-A-1
 4 1 1 SP 0.480

CITY OF RICHARDSON
 411 W. ARAPAHO RD. SUITE 101
 RICHARDSON, TX 75080-4551

Organized
sections make it
easier to find
specific
information

Payment Coupon
at bottom



*Draft bill for viewing formatting only, not content.

What would stay the same for the Customer?

- Quality of service received
- The way the bills are calculated
- The way our customers receive their bill
 - If a customer has elected to be paperless, they will continue not receiving a paper bill.
 - If a customer prefers to get a paper bill in the mail, they will continue receiving a paper bill each month.



Next Steps

- With City Council's approval, we will take steps to begin this initiative effective October 1, 2016
- We will conduct various forms of community outreach this Summer
 - Week In Review
 - Richardson Today





Preparing for Summer Watering

City Council Worksession – June 13, 2016

presented by Cara Copley

City of Richardson
Finance

Recapping Summer 2015



Three factors came together in the Metroplex, and across the State, to create “the perfect storm” in the Summer of 2015:

1. Rates: NTMWD has raised rates 67% since 2011
2. Water Restrictions:
 - Loosened lawn irrigation restrictions (twice per week in 2015 vs. twice per month in 2014).
 - Last time (prior to 2015) customers could water twice per week was Summer 2012
3. 2015 Spring to Summer Transition: Spring months were very wet compared to Summer months with very low rainfall resulting in parched lawns



Field Statistics

Description	2014	2015	% Increase
City proactively re-checks meters	1,559	3,423	120%
Customers requesting re-check of their meter	392	1,159	196%
Phone calls (August through October)	8,993	11,662	30%



Things We Found in the Field

- Sprinkler setting issues (most common)
 - Watering more than 2 times per week
 - Watering 2-3 times in the same day
 - Watering 60+ minutes per station
 - Leaks in sprinkler systems
- New landscape installations
- Evaporation triggering pool auto-refill devices
- Soaker hoses left on around the clock
- Leaking spigots / broken sprinkler heads
- Running toilets



Facts About Leaks & Water Use

- A **running toilet** can use about **6,000 gallons per month**.
- An **irrigation system** that has a leak $\frac{1}{32}$ inch in diameter can use about **6,300 gallons per month**.
- The average **household's leaks** can account for more than **10,000 gallons of water used every year**.
- A **leaky faucet** that drips at the rate of one drip per second can use more than **3,000 gallons per year**.
- A **shower head** leaking at 10 drips per minute uses more than **500 gallons per year**.
- A **hose** can use **6 gallons per minute** if you leave it running.



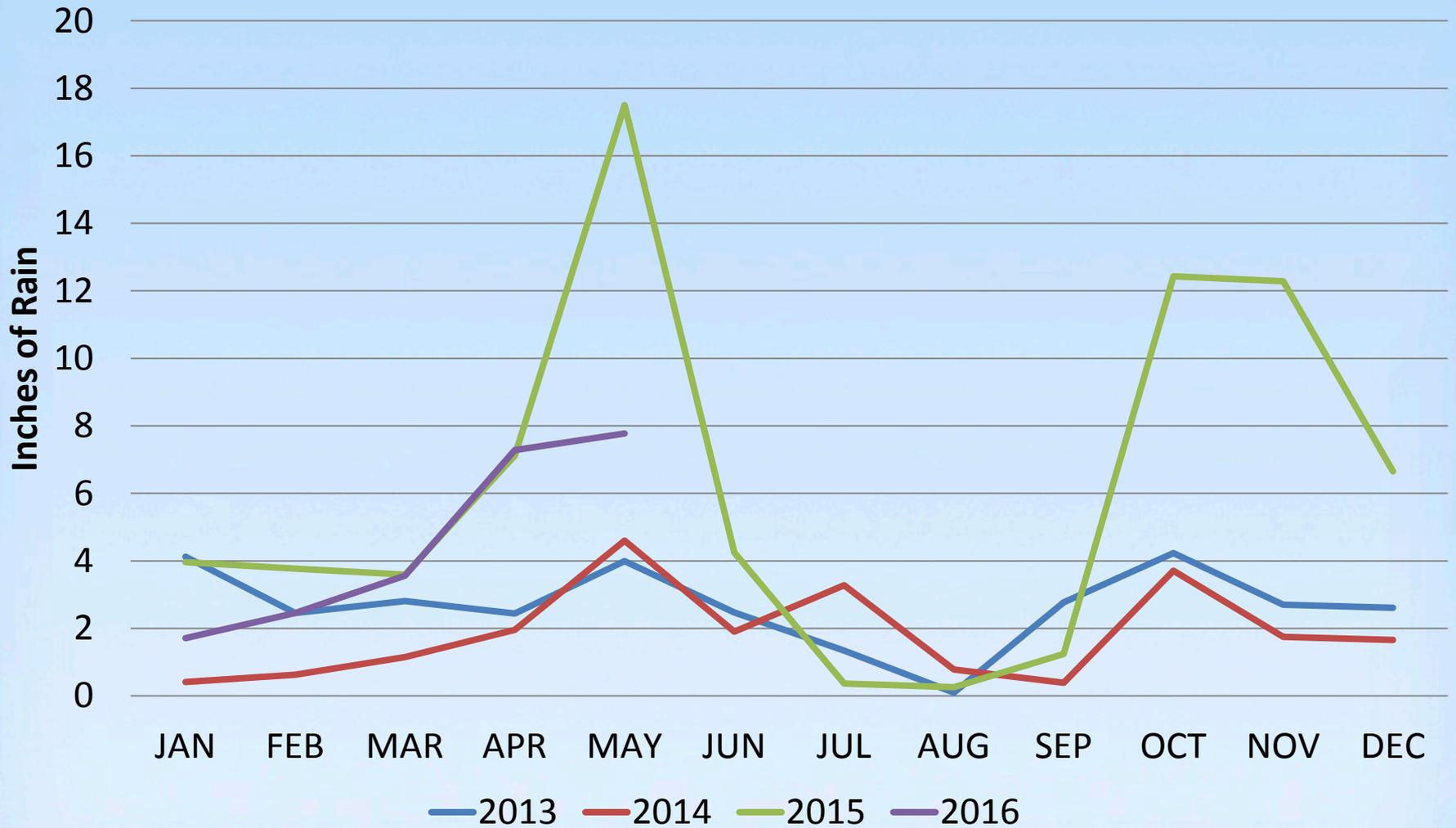
Summer Water Restrictions

Lawn watering schedule:

- 2012 – 8 times per month
- 2013 – 4 times per month
- 2014 – 2 times per month
- 2015 – 8 times per month
- 2016 – 8 times per month



Rainfall Amounts



Usage

- Reminder: Household usage patterns vary
- Outdoor Factors:
 - Frequency and duration of watering
 - Irrigation System vs. Watering by Hand
 - Drip Irrigation Systems
 - Size of yard
 - Use of soaker hoses
- Indoor Factors:
 - Number of people living in household
 - Laundry, dishwasher, showers



Average Residential Usage

Month	FY12	FY13	FY14	FY15	FY16
OCT	16	13	13	11	15
NOV	10	12	9	10	11
DEC	7	11	7	6	6
JAN	6	7	6	6	6
FEB	6	6	6	5	5
MAR	6	6	6	5	6
APR	7	7	6	5	7
MAY	9	10	8	6	7
JUN	13	11	10	6	
JUL	15	12	10	10	
AUG	20	14	11	19	
SEP	18	18	11	24	

Aug 14 vs. Aug 15:
70% increase

Sep 14 vs. Sep 15:
114% increase

Consumption listed in thousands of gallons



Structured Process for Billing Inquiries

- Talk through “things to check” with customer
 - Running Toilet (dye test)
 - New Landscaping
 - Extra House Guests
 - Change in Watering Habits
 - Recently Filled Pool
 - Wet Spots in Yard
 - Verify Irrigation System is Programmed Correctly
 - Broken Sprinkler Heads
 - Soaker Hoses
- Compare current usage with historical usage
- Service Order
 - Re-read and check of meter; gallon jug test
 - Physical inspection of property with customer
- Supervisor Review
- Meter test at request of customer



Preparing for Summer 2016

#1

Water Bill Stuffer (May/June)

#2

Staff Prep Meeting

#3

June Richardson Today

Don't let water rates catch you by surprise . . .

On average, Richardson residents use more than twice as much water during summer months than they do in winter and spring. When watering this summer, please keep in mind that water rates have increased since last summer.

Since 2011, the water rates charged to the city by the North Texas Municipal Water District have increased by 67 percent to pay for water infrastructure projects. That's an increase

of about \$1 per thousand gallons. For the current fiscal year, an average bill has increased \$6.04 a month. That is a \$72 increase for the year.

You can keep your water rates down by only watering your yard when necessary. You can gauge if you need to water by enrolling in the www.WaterMyYard.org program, which uses rainfall data to determine when yards need to be watered.

If you have questions about your water bill, call 972-744-4120.



Conserve water and lower your bill

Irrigation systems can account for 30-60 percent of all household water used during summer

Household automatic irrigation systems can vary widely by number of zones and the amount of sprinkler heads in each of these zones. Normally, each sprinkler head can deliver anywhere from 1-6 gallons/minute

and a typical residential irrigation water line can deliver 30 gallons per minute. A lawn watered twice a week for one hour each time, with five sprinkler heads dispersing a total of 30 gallons/minute, results in a monthly

water consumption of 14,400 gallons.

If you suspect an error in your water bill, contact the Water Customer Service Department during normal business hours at 972-744-4120 for further assistance.

Other High Water Uses			
 Fix all household leaks Save 10,000 gallons/year	 Fix showerhead leaks Save 500 gallons/year	 Fix faucet leaks Save 3,000 gallons/year	 Fix sprinkler system leaks Save 6,300 gallons/month
		 Use shut-off valve on garden hose Save 6 gallons/minute	 Fix toilet leaks Save 200 gallons/day

Source: U.S. Environmental Protection Agency, www.epa.gov/watersense



For more information, visit www.cor.net/waterconservation or www.cor.net/waterbillfaq.



In Summary

- National Oceanic and Atmospheric Administration's (NOAA) extended outlook for June through August 2016
 - Temperature: models are currently predicting above average temps
 - Precipitation: mixed models; undetermined
- These 2016 weather patterns will likely result in the same kind of city-wide Summer usage as seen in 2015
- Water Customer Service is staffed and ready to assist customers in any way possible.

