WATER BOARD OF TRUSTEES

Regular Meeting January 18, 2016 3:00 PM

Location: 1208 South St.

Agenda

- 1. Approve Agenda.
- 2. Approve Minutes of the December 21, 2015 regular meeting, and January 4, 2016 and January 11, 2016 special meetings.
- 3. Approve Invoices and Financial Statements.
- 4. Customer Forum.
- 5. Discussion of Wastewater Operations.
- 6. Consideration and discussion of online bill payment for water and wastewater customers.
- 7. Consideration and discussion of job descriptions for Water/Wastewater Maintenance I, Water/Wastewater Maintenance II, and Distribution/Collection Supervisor.
- 8. General Manager's Update.
- 9. Miscellaneous.
- 10. Adjourn.

INFORMATION CONCERNING AGENDA ITEMS:

Agenda Item #4

"This is the item reserved to receive comments from the community, our customers, for concerns whether or not they are included in the current agenda. The community is encouraged to come and speak before the Water Board of Trustees and asked to keep statements brief. Any questions are to be asked of the Water Department staff and Board of Trustee members prior to speaking to the full Board of Trustees so concerns may be properly researched and answered away from the meeting. Comments are to be directed to the Board of Trustees only."

A representative from Red Carpet Inn has indicated that he would like to talk to the Board about the water bills for this establishment.

Agenda Item #5

At this time I do not have much to report. If anything changes I will be sure to address it at the meeting.

Agenda Item #6

Crystal has followed up with Tyler Technologies for the online bill payment options. I will attach the information to the agenda. There will be an additional fee for payment processing with credit cards above what we are currently paying of \$1.25 per transaction. This was noted in the information, and I would like the opportunity to discuss this with the Board and Ex-Officio members as we move towards possible implementation.

Agenda Item #7

There are three different job descriptions that will be presented for approval by the Board. These were developed borrowing from other communities with input from the General Manager and the City Manager as well. These encompass positions on both sides of our operations, water and wastewater.

Agenda Item #8

Staff has been working on a variety of different projects the last few weeks. They have been mostly maintenance related. We have had an aerator motor go down at the plant and worked to remove it to be able to verify size for reorder. We have also had an issue with one of the high service pumps. It was pulled and sent out for repairs. This pump was installed in the late 1990's or early 2000's with one of the plant projects of that era. To our knowledge this is the first major maintenance that has been necessary. Staff has also started to do preliminary work along Highway 23 to prepare for the new main installation.

Agenda Item #9

There was one leak on Highway 23 since the December regular meeting. It wasn't too far away from another leak that has occurred on that pipe.



Proposal - Online Payments

Local Government Division

Presented to: Crystal Breuklander

Oskaloosa Municipal Water Dept.

213 S-1st Street

Oskaloosa, Iowa 52577

641-673-8476

crystal.breuklander@oskaloosawater.org

Proposal date: January 8, 2016

Submitted by: Brett Womble

(800) 646-2633

brett.womble@tylertech.com

Tyler Technologies

Local Government Division

5519 53rd Street Lubbock, Texas 79414

Investment Summary

Crystal Breuklander Oskaloosa Municipal Water Dept. January 8, 2016



Investment Breakdown

Proposal Valid for 120 days

Tyler On-Demand	Investment	Annual Fees
Hosted Applications	800	2,400
Project Total	800	2,400

Note: Travel Expenses are billed as incurred based on Federal IRS per diem standards.

Tyler will invoice Client for the License Fees listed above upon delivery of the software.

Maintenance Fees listed above will be invoiced upon ninety (90) days of delivery and annually thereafter on the anniversary of that date

All payment terms are net thirty (30) days

Hosted Applications Crystal Breuklander Oskaloosa Municipal Water Dept. January 8, 2016



Service		QTY	Charges		Initial Year	Annual Fee
Citizen Portal						
One Time Setup Fee - Hardware Configuration - DNS registration		1	800		800	
INCODE Utility Billing On-Line Component Utility Billing Online (4 cents per bill, per month) - Data extraction and storage - Display of:	- Address information including - Legal description* - Precinct* - School district* - Services at address - Subject to data availability - Consumption history by service, including graphs - Request for service (optional) - Information change request (optional) - Security - SSL (Secure Socket Layer)	5,000	0.04	/month	2,400	2,400
 Online Payments Payment packet is created to be imported to Utility System NOTE: Customer pays \$1.25 fee per transaction 	on for payment on-line.					

Hosted Applications Total 3,200 2,400



Incode Online Utility Account Management

Tyler's Incode online utility billing application boosts efficiency in your organization while improving customer services by placing the power of account management in the hands of your customers. Real-time account data provides customers with instant access to accurate billing and account information that's automatically integrated with your Incode Utility CIS Software.

Customers can access and pay their bill online 24 hours a day, 365 days a year, resulting in reduced waiting lines and increased customer satisfaction. Your agency will benefit from increased collection rates, minimal payment paperwork and improved productivity.

Agency Benefits

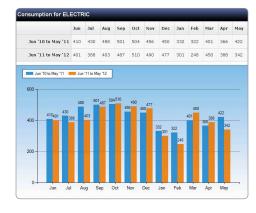
- Real-time integration offers automatic, live updates to accounts, with no 3rd party interference.
- Online accessibility leads to increased collection rates and decreased office foot traffic
- Eliminate data entry duplication and errors
- Minimize need for paper statements
- History site displays graphs of payments and payees for your site from the past 12 months
- Customized portal offers extensive customization of your site, including coloring, background, links and images
- Security control available with the addition of application-specific roles

IT Friendly

- Provides Secure Socket Layer (SSL)
- Web site is hosted by Tyler Technologies
- Uses ASP.NET

Citizen Benefits

- Pay bills by credit card or e-check
- Reduced waiting lines
- Application is optimized for mobile devices to offer quick and easy account access for payments on the go
- View last payment date, payment amount and bill due date
- View real-time balances
- View graphs detailing consumption history



Incode Online Utility Account Management Key Features:

- Automatic, live updates to all utility accounts
- Eliminate data entry errors
- Minimize need for paper statements
- Customers have instant access to accurate billing and account information
- Customers can pay bills online by credit card or e-check 24 hours a day. 365 days a year
- Online accessibility leads to increased collection rates and decreased foot traffic
- Data is automatically integrated with Incode Utility CIS software
- IT friendly application provides a Secure Socket Layer, is hosted by Tyler Technologies and uses ASP.NET

Check out our demo site - https://demo.municipalonlinepayments.com/tylerdemo



For more information, visit www.tylertech.com

or email info@tylertech.com

JOB CLASSIFICATION: Water/Wastewater Maintenance I

DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Water	Distribution/Collection Supervisor	Non-exempt

CLASS SUMMARY:

Incumbents are responsible for performing a wide variety of skilled activities in maintaining and repairing water/wastewater utilities. Duties might include: performing locates on water and sewer lines for the City, other utilities, contractors, and the general public; rebuilding intakes and manholes; repairing pipes; performing maintenance on water distribution and sewer collection systems; operating specialized equipment requiring a higher skill level; performing preventative maintenance and cleaning equipment; performing snow removal duties; replacing valves and fire hydrants; making water taps; assisting the Customer Service Technician with meter changes; reading water meters; flushing fire hydrants; repairing water main breaks; and, assisting in a wide variety of Water/Wastewater projects. Incumbents may serve as a lead worker to seasonal staff on maintenance projects.

DISTINGUISHING CHARACTERISTICS:

The Water/Wastewater Maintenance I is the second level of a four-level Water/Wastewater series. The Water/Wastewater Maintenance I is distinguished from the seasonal staff in that they perform activities requiring a higher level of skill. The Water/Wastewater Maintenance I is distinguished from the Water/Wastewater Maintenance II by the type of equipment operated and/or a Water Distribution License. The Water/Wastewater Maintenance I and Water/Wastewater Maintenance II are distinguished from the Distribution Collection Supervisor which is responsible for serving as a lead to Water/Wastewater crews.

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Performs utility locates on water and sewer lines.	Daily
2.	Operates equipment such as sewer jets, sewer vacs, vacuum excavators, tapping machines, power tools and all trucks.	Daily
3.	Inspect lift stations as necessary; check flowchart and record usage.	Daily
4.	Operate water and wastewater treatment plants; adjust chemical feed as necessary, test and record results for a variety of parameters to ensure compliance with permits.	Daily
5.	Maintain adequate levels of chemicals for water and wastewater treatment.	Weekly

JOB CLASSIFICATION: Water/Wastewater Maintenance I

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
6.	Collect and test sewer and water samples as required by permit.	Weekly
7.	Cleans and repairs sewers including: sewer lines, pipes, manholes, intakes and related structures.	Weekly
8.	Performs maintenance on water distribution and sewer collection	Weekly
	systems including: repairing valves and hydrants, flushing the system, cleaning manholes and other activities to maintain a safe water supply. Serves as a lead to seasonal workers on maintenance projects	Weekly
9.	Reads water meters; looks for problems with water meters; takes final readings for new or vacating occupancies; assists the Customer Service Technician with meter changes and troubleshooting problems.	Monthly
10.	Performs preventative maintenance and cleaning of equipment to allow for safe and efficient equipment operation.	Monthly
11.	Replaces valves and fire hydrants, makes water taps, and ensures proper installation.	Monthly
12.	Repairs water main and sewer main breaks, determines nature and location of the leak and the best method of repair.	Monthly
13.	Maintain maps and GIS system. This includes collecting GIS/GPS data for uploading to the digital mapping system.	Monthly
14.	Mow, trim and general upkeep of the office, water towers, water and waste water treatment plant grounds.	As Required
15.	Performs snow removal duties such as operating snow plows and hauling, shoveling, and applying chemicals and abrasives to parking lots, driveways, sidewalks and steps.	As Required
16.	Repairs streets and sidewalks by removing and replacing concrete and asphalt, and necessary clean up activities.	As Required
17.	Performs other duties as assigned.	As Required
18.	Will be available to respond in emergencies or unusual situations outside of the normally assigned work periods.	As Required

JOB CLASSIFICATION: Water/Wastewater Maintenance I

Knowledge (position requirements at entry):

Knowledge of:

- Water distribution system, hydrants, valves, fittings, maps and flows;
- Sewer collection systems, manholes, pipes & fittings, flows, and repairs and maintenance;
- Work zone safety;
- Hand and power tool operation;
- Excavation safety;
- Construction techniques;
- Traffic control.

Skills (position requirements at entry):

Skill in:

- Maintaining and repairing distribution systems and sewer collection systems;
- Operating hand and power tools;
- Operating equipment such as sewer jets, sewer vacs, vacuum excavators, tapping machines, power tools and all trucks;
- Problem solving;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and three years of construction, utility maintenance, or related experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the just such as those listed above.

Licensing Requirements (position requirements at entry):

- Class A, Commercial Driver's License with tanker and air brake endorsements. Incumbents may be required to have:
- Water Distribution/Sewer Collection Licenses.

Working Conditions (position requirements at entry):

- Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, gases, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, poor ventilation, and intense noises.
- Incumbents will work outdoors in all kinds of weather conditions, as necessary, as well as indoors, as necessary.
- Incumbents will operate a multitude of equipment with varying degrees of noise and vibration.

JOB CLASSIFICATION: Water/Wastewater Maintenance I

Physical Requirements:

Positions typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, pushing, pulling, lifting, grasping, feeling, talking, hearing, seeing and repetitive motions.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

JOB CLASSIFICATION: Water/Wastewater Maintenance II

DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Water	Distribution/Collection Supervisor	Non-exempt

CLASS SUMMARY:

Incumbents are responsible for performing a wide variety of skilled activities in maintaining and repairing water/wastewater utilities. Duties might include: performing locates on water and sewer lines for the City, other utilities, contractors, and the general public; rebuilding intakes and manholes; repairing pipes; performing maintenance on water distribution and sewer collection systems; operating specialized equipment requiring a higher skill level; performing preventative maintenance and cleaning equipment; performing snow removal duties; replacing valves and fire hydrants; making water taps; assisting the Customer Service Technician with meter changes; reading water meters; flushing fire hydrants; repairing water main breaks; and, assisting in a wide variety of Water/Wastewater projects. Incumbents may serve as a lead worker to seasonal staff on maintenance projects.

DISTINGUISHING CHARACTERISTICS:

The Water/Wastewater Maintenance II is the third level of a four-level Water/Wastewater series. The Water/Wastewater Maintenance II is distinguished from the seasonal staff in that they perform activities requiring a higher level of skill. The Water/Wastewater Maintenance II is distinguished from the Water/Wastewater Maintenance I by the type of heavy equipment operated and a Water Distribution/Wastewater Collection License. The Water/Wastewater Maintenance II is distinguished from the Distribution/Collection Supervisor which is responsible for serving as a lead to Water/Wastewater crews.

DUTY	ESSENTIAL DUTIES: (These duties are a representative sample;	FREQUENCY
NO.	position assignments may vary.)	
1.	Performs utility locates on water and sewer lines.	Daily
2.	Operates heavy equipment such as backhoes, skidsteers, semi-tractor trailer, sewer jets, sewer vacs, vacuum excavators, tapping machines, power tools and all trucks.	Daily
3.	Inspect lift stations as necessary; check flowchart and record usage.	Daily
4.	Operate water and wastewater treatment plants; adjust chemical feed as necessary, test and record results for a variety of parameters to ensure compliance with permits.	Daily
5.	Maintain adequate levels of chemicals for water and wastewater treatment.	Weekly

JOB CLASSIFICATION: Water/Wastewater Maintenance II

DUTY	ESSENTIAL DUTIES: (These duties are a representative sample;	FREQUENCY
NO.	position assignments may vary.)	
6.	Collect and test sewer and water samples as required by permit.	Weekly
7.	Cleans and repairs sewers including: sewer lines, pipes, manholes, intakes and related structures.	Weekly
		Weekly
8.	Performs maintenance on water distribution and sewer collection systems including: repairing valves and hydrants, flushing the system, cleaning manholes and other activities to maintain a safe water supply. Serves as a lead to seasonal workers on maintenance projects	Weekly
9.	Reads water meters; looks for problems with water meters; takes final readings for new or vacating occupancies; assists the Customer Service Technician with meter changes and troubleshooting problems.	Monthly
10.	Performs preventative maintenance and cleaning of equipment to allow for safe and efficient equipment operation.	Monthly
11.	Replaces valves and fire hydrants, makes water taps, and ensures proper installation.	Monthly
12.	Repairs water main and sewer main breaks, determines nature and location of the leak and the best method of repair.	Monthly
13.	Maintain maps and GIS system. This includes collecting GIS/GPS data for uploading to the digital mapping system.	Monthly
14.	Mow, trim and general upkeep of the office, water towers, water and waste water treatment plant grounds.	As Required
15.	Performs snow removal duties such as operating snow plows and hauling, shoveling, and applying chemicals and abrasives to parking lots, driveways, sidewalks and steps.	As Required
16.	Repairs streets and sidewalks by removing and replacing concrete and asphalt, and necessary clean up activities.	As Required
17.	Performs other duties as assigned.	As Required
18.	Will be available to respond in emergencies or unusual situations outside of the normally assigned work periods.	As Required

JOB CLASSIFICATION: Water/Wastewater Maintenance II

Knowledge (position requirements at entry):

Knowledge of:

- Water distribution system, hydrants, valves, fittings, maps and flows;
- Sewer collection systems, manholes, pipes & fittings, flows, and repairs and maintenance;
- Work zone safety;
- Hand and power tool operation;
- Excavation safety;
- Construction techniques;
- Traffic control.

Skills (position requirements at entry):

Skill in:

- Maintaining and repairing distribution systems and sewer collection systems;
- Operating hand and power tools;
- Operating heavy equipment such as backhoes, skidsteers, semi-tractor trailer, sewer jets, sewer vacs, vacuum excavators, tapping machines, power tools and all trucks;
- Problem solving;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and three years of construction, utility maintenance, or related experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the just such as those listed above.

Licensing Requirements (position requirements at entry):

- Class A, Commercial Driver's License with tanker and air brake endorsements. Incumbents may be required to have:
- Water Distribution Grade I and/or Sewer Collection Grade I License(s).

Working Conditions (position requirements at entry):

- Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, gases, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, poor ventilation, and intense noises.
- Incumbents will work outdoors in all kinds of weather conditions, as necessary, as well as indoors, as necessary.
- Incumbents will operate a multitude of equipment with varying degrees of noise and vibration.

JOB CLASSIFICATION: Water/Wastewater Maintenance II

Physical Requirements:

Positions typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, pushing, pulling, lifting, grasping, feeling, talking, hearing, seeing and repetitive motions.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

JOB CLASSIFICATION: Distribution/Collection Supervisor

DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Water	General Manager	Exempt

CLASS SUMMARY:

Incumbents are responsible for serving as a lead to Water/Wastewater Maintenance I and Maintenance II workers and for performing skilled maintenance activities. Duties include: monitoring and assigning work to employees; performing, coordinating, organizing, and overseeing Water/Wastewater projects; overseeing and performing repairs and maintenance of water distribution and sanitary sewer systems; performing snow removal duties; purchasing materials and tracking expenses; operating and overseeing equipment operation; maintaining equipment; making water taps; assisting in the coordination of joint projects with other departments; locating utilities; investigating and responding to concerns and complaints by the public, contractors, developers and other agencies, and assisting in the completion of other Water/Wastewater projects.

DISTINGUISHING CHARACTERISTICS:

The Distribution/Collection Supervisor is the fourth level of a four-level Water/Wastewater series. The Distribution/Collection Supervisor is distinguished from the Water/Wastewater Maintenance II worker by its responsibility for assisting in the coordination of Water/Wastewater maintenance and serving as a lead to Water/Wastewater Maintenance I and Maintenance II workers. The Distribution/Collection Supervisor is distinguished from the General Manager who has full supervisory authority.

DUTY	ESSENTIAL DUTIES: (These duties are a representative sample;	FREQUENCY
NO.	position assignments may vary.)	
1.	Serves as a lead to Water/Wastewater Maintenance I and Maintenance II workers by monitoring and assigning work to employees.	Daily
2.	Coordinates, performs, organizes, and schedules Water/Wastewater projects such as maintaining and repairing water distribution/treatment and sanitary collection/treatment systems. Assigns staff to specific projects.	Daily
3.	Ensures projects are on schedule and completed by working with contractors and ensuring crews have the required materials and equipment.	Daily
4.	Locates Water/Wastewater utilities such as water and sanitary sewers.	Daily

JOB CLASSIFICATION: Distribution/Collection Supervisor

DUTY	ESSENTIAL DUTIES: (These duties are a representative sample;	FREQUENCY
NO.	position assignments may vary.)	
5.	Purchases materials and tracks expenses, maintains adequate inventories and evaluates new materials and products.	Monthly
6.	Operates and maintains equipment and ensures preventative maintenance is completed by scheduling lubrications, mechanical adjustments, washes and mechanical work.	As Required
7.	Performs snow removal duties such as operating snow plows and hauling, shoveling, and applying chemicals and abrasives to parking lots, driveways, sidewalks and steps.	As Required
8.	Assists in the coordination of joint projects with other departments.	As Required
9.	Will be available to respond in emergencies or unusual situations outside of the normally assigned work periods.	As Required
10.	Resolves issues with the public, contractors, developers and other agencies by investigating and responding to concerns and complaints.	As Required
11.	Performs other duties as assigned.	As Required

Knowledge (position requirements at entry):

Knowledge of:

- Water distribution systems, hydrants, valves, fittings, maps and flows;
- Sewer collection systems, manholes, pipes & fittings, flows, and repairs and maintenance;
- Work zone safety;
- Excavation safety;
- Construction techniques;
- Maintenance techniques;
- Supervisory techniques;
- Equipment uses and practices;
- Traffic control.

JOB CLASSIFICATION: Distribution/Collection Supervisor

Skills (position requirements at entry):

Skill in:

- Coordinating maintenance projects;
- Invertorying supplies and materials;
- Operating and maintaining equipment
- Monitoring employees
- Reading blueprints and Engineering plans;
- Problem solving;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and four years of utility maintenance, or related experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the just such as those listed above.

Licensing Requirements (position requirements at entry):

- Class A, Commercial Driver's License with tanker and air brake endorsements. Incumbents may be required to have:
- Water Distribution Grade II and/or Sewer Collection Grade II License(s).

Working Conditions (position requirements at entry):

- Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, gases, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, poor ventilation, and intense noises.
- Incumbents will work outdoors in all kinds of weather conditions, as necessary, as well as indoors, as necessary.
- Incumbents will operate a multitude of equipment with varying degrees of noise and vibration.

Physical Requirements:

Positions typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, pushing, pulling, lifting, grasping, feeling, talking, hearing, seeing and repetitive motions.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.