



AGENDA

**CITY COUNCIL WORK SESSION
City of Garland
Duckworth Building, Goldie Locke Room
217 North Fifth Street
Garland, Texas
September 14, 2015
6:00 p.m.**

DEFINITIONS:

Written Briefing: Items that generally do not require a presentation or discussion by the staff or Council. On these items the staff is seeking direction from the Council or providing information in a written format.

Verbal Briefing: These items do not require written background information or are an update on items previously discussed by the Council.

Regular Item: These items generally require discussion between the Council and staff, boards, commissions, or consultants. These items are often accompanied by a formal presentation followed by discussion.

**[Public comment will not be accepted during Work Session
unless Council determines otherwise.]**

NOTICE: The City Council may recess from the open session and convene in a closed executive session if the discussion of any of the listed agenda items concerns one or more of the following matters:

(1) Pending/contemplated litigation, settlement offer(s), and matters concerning privileged and unprivileged client information deemed confidential by Rule 1.05 of the Texas Disciplinary Rules of Professional Conduct. Sec. 551.071, TEX. GOV'T CODE.

(2) The purchase, exchange, lease or value of real property, if the deliberation in an open meeting would have a detrimental effect on the position of the City in negotiations with a third person. Sec. 551.072, TEX. GOV'T CODE.

(3) A contract for a prospective gift or donation to the City, if the deliberation in an open meeting would have a detrimental effect on the position of the City in negotiations with a third person. Sec. 551.073, TEX. GOV'T CODE.

(4) Personnel matters involving the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee or to hear a complaint against an officer or employee. Sec. 551.074, TEX. GOV'T CODE.

(5) The deployment, or specific occasions for implementation of security personnel or devices. Sec. 551.076, TEX. GOV'T CODE.

(6) Discussions or deliberations regarding commercial or financial information that the City has received from a business prospect that the City seeks to have locate, stay, or expand in or near the territory of the City and with which the City is conducting economic development negotiations; or to deliberate the offer of a financial or other incentive to a business prospect of the sort described in this provision. Sec. 551.087, TEX. GOV'T CODE.

(7) Discussions, deliberations, votes, or other final action on matters related to the City's competitive activity, including information that would, if disclosed, give advantage to competitors or prospective competitors and is reasonably related to one or more of the following categories of information:

- generation unit specific and portfolio fixed and variable costs, including forecasts of those costs, capital improvement plans for generation units, and generation unit operating characteristics and outage scheduling;
- bidding and pricing information for purchased power, generation and fuel, and Electric Reliability Council of Texas bids, prices, offers, and related services and strategies;
- effective fuel and purchased power agreements and fuel transportation arrangements and contracts;
- risk management information, contracts, and strategies, including fuel hedging and storage;
- plans, studies, proposals, and analyses for system improvements, additions, or sales, other than transmission and distribution system improvements inside the service area for which the public power utility is the sole certificated retail provider; and
- customer billing, contract, and usage information, electric power pricing information, system load characteristics, and electric power marketing analyses and strategies. Sec. 551.086; TEX. GOV'T CODE; Sec. 552.133, TEX. GOV'T CODE]

1. Written Briefings:

a. Addendum #1 to ESA COG149 with R-Delta Engineers, Inc.

On June 2, 2015 Council approved Professional Engineering Services Agreement COG149 to R-Delta Engineers for Garland Power & Light's new 138kV Switching Station. Addendum #1 to Agreement COG149 incorporates additional planning, surveying, engineering and landscape architectural services as part of the Switching Station expansion to accommodate a new commercial business. This change order is in the amount of \$171,000.00 and represents a 41.9% increase to the original agreement amount of \$407,850.00. Unless otherwise directed by Council, this item will be scheduled for formal consideration at the October 6, 2015 Regular Meeting.

Item	Key Person
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2. Verbal Briefings:

a. DART Quarterly Report

Thomas

Council will be updated on DART's services, activities, programs and projects within Garland and the DART service area.

b. August Residential Water Consumption Increase

B.J. Williams/Campbell

At the request of Mayor Pro Tem B.J. Williams and Council Member Tim Campbell, Staff is requested to discuss the unprecedented high water consumption readings for the August 2015 billing cycle.

c. National Night Out in Texas

Bradford

National Night Out is a community police awareness-raising event in the United States. This year, Texas will celebrate National Night Out on Tuesday, October 6, 2015, which is also the first regularly scheduled Council meeting in October. Council is requested to consider rescheduling the October 6 Regular Meeting to October 5 in order to allow the Mayor and Council members the opportunity to participate in the local National Night Out activities throughout the community.

3. Discuss Appointments to Boards and Commissions Council

Council Member Jim Cahill

- Joseph Schroeder – Tax Increment Finance Board - Downtown

4. Consider the Consent Agenda Council

A member of the City Council may ask that an item on the consent agenda for the next regular meeting be pulled from the consent agenda and considered separate from the other consent agenda items. No substantive discussion of that item will take place at this time.

5. Announce Future Agenda Items Council

A member of the City Council, with a second by another member, or the Mayor alone, may ask that an item be placed on a future agenda of the City Council or a committee of the City Council. No substantive discussion of that item will take place at this time.

6. Council will move into Executive Session Council

**EXECUTIVE SESSION
AGENDA**

- 1. Personnel matters involving the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee or to hear a complaint against an officer or employee. Sec. 551.074, Tex. Gov't Code.**
 - Discuss a proposed amendment of the employment agreement for Jedson Johnson, Internal Auditor
 -
- 2. Discussions, deliberations, voting on, and taking final action with regard to any competitive matter, that being a utility-related matter that is related to the City's competitive activity, including commercial information, and would, if disclosed, give advantage to competitors or prospective competitors including any matter that is reasonably related to the following categories of information:**

- (A) generation unit specific and portfolio fixed and variable costs, including forecasts of those costs, capital improvement plans for generation units, and generation unit operating characteristics and outage scheduling;
- (B) bidding and pricing information for purchased power, generation and fuel, and Electric Reliability Council of Texas bids, prices, offers, and related services and strategies;
- (C) effective fuel and purchased power agreements and fuel transportation arrangements and contracts;
- (D) risk management information, contracts, and strategies, including fuel hedging and storage;
- (E) plans, studies, proposals, and analyses for system improvements, additions, or sales, other than transmission and distribution system improvements inside the service area for which the public power utility is the sole certificated retail provider; and
- (F) customer billing, contract, and usage information, electric power pricing information, system load characteristics, and electric power marketing analyses and strategies;

Sec. 551.806; Sec. 552.133, Tex. Gov't Code.

- Consider the approval of an agreement relating to the purchase of renewable energy
 -
3. Pending/contemplated litigation, settlement offer(s), and matters concerning privileged and unprivileged client information deemed confidential by Rule 1.05 of the Texas Disciplinary Rules of Professional Conduct. Sec. 551.071, Tex. Gov't Code'
- City of Garland, Texas v. Peele, et al., City of Garland v. Whitfield, et al., and possible related litigation



Meeting: Work Session

Date: September 14, 2015

Policy Report

ADDENDUM #1 TO ESA COG149 WITH R-DELTA ENGINEERS, INC.

ISSUE

On June 2, 2015 Council approved Professional Engineering Services Agreement COG149 to R-Delta Engineers for Garland Power & Light's new 138kV Switching Station. Addendum #1 to Agreement COG149 incorporates additional planning, surveying, engineering and landscape architectural services as part of the Switching Station expansion to accommodate a new commercial business. This change order is in the amount of \$171,000.00 and represents a 41.9% increase to the original agreement amount of \$407,850.00.

OPTIONS

- (1) Approve Addendum #1 to ESA COG149
- (2) Do not approve Addendum #1 to ESA COG149

RECOMMENDATION

Staff recommends Option 1 - Approve Addendum #1 to ESA COG149. Unless otherwise directed by Council, this item will be scheduled for formal consideration at the October 6, 2015 Regular Meeting.

COUNCIL GOAL

Sustainable Quality Development and Redevelopment
Consistent Delivery of Reliable City Services

BACKGROUND

R-Delta is in the process of providing engineering services for the construction of a new 138kV Switching Station for GP&L. A new commercial business has created the need for an expansion of the switching station.

CONSIDERATION

The proposed services for Addendum #1 to COG149 are necessary to accommodate the new commercial business coming to the City.

ATTACHMENT(S)

Addendum #1 to R-Delta Engineering Services Agreement COG149

Submitted By:

Approved By:

Jeff Janke
GP&L

Bryan L. Bradford
City Manager

Date:

Date:

ENGINEERING SERVICES CONTRACT WITH R-DELTA ENGINEERS
SCOPE OF WORK #COG149
LOOKOUT SUBSTATION ENGINEERING SERVICES
ADDENDUM #1 DATED AUGUST 27, 2015

This Addendum #1 to COG149 is issued to incorporate the following:

Engineer (R-Delta Engineers) under this addendum will provide engineering services for the following per the attached R-Delta proposal dated August 20, 2015:

Additional planning, surveying, engineering and landscape architectural services required to address a significant increase in the size and complexity of the Lookout Substation, a new GP&L 138kV switching station for a 138kV interconnection to serve an ONCOR substation to be located adjacent to the Garland site.

Engineer will provide the additional services described above for a fee of **ONE HUNDRED SEVENTY ONE THOUSAND DOLLARS** (\$171,000.00).

ORIGINAL TOTAL "NOT TO EXCEED" AMOUNT: \$ 407,850.00
ADDENDUM #1 TOTAL COST ADDER: \$ 171,000.00 (41.9% increase)
REVISED TOTAL "NOT TO EXCEED" AMOUNT: \$ 578,850.00

EXECUTED on this the _____ day of _____, 2015.

CITY:

ENGINEER:

BY: _____
Jeff Janke,
GP&L General Manager & CEO

BY: _____
Frank A. Polma, P.E.
President
R-Delta Engineers, Inc.

BY: _____
Gary L. Holcomb, CPPO, C.P.M.
Director of Materials Management
City of Garland



City Council Item Summary Sheet

Work Session

Date: September 14, 2015

Agenda Item

DART Quarterly Update

Summary of Request/Problem

Council will be updated on DART's services, activities, programs and projects within Garland and the DART service area.

Recommendation/Action Requested and Justification

Council discussion.

Submitted By:

Approved By:

Bryan L. Bradford
City Manager

DART Report to the Garland City Council September 2015

DART currently is engaged in several initiatives and activities that affect the City of Garland. We appreciate your interest in DART and hope this update addresses those topics.

Legislative Update – 84th Texas Legislature

With more than 400,000 downloads of GoPass, – the mobile ticketing smartphone app for DART, The T in Fort Worth and DCTA – protection of confidential and sensitive customer electronic account information was the agency’s primary legislative initiative for the 84th Legislative Session. The legislature passed a bill that addressed this concern, as well as two others that impact DART.

- Senate Bill 57, by State Senator Jane Nelson, was passed and became effective on June 19, 2015. The law amends the Texas Transportation Code to exempt certain information collected by a regional transportation authority (DART, The T and DCTA), regional tollway authority, regional mobility authority, metropolitan rapid transit authority, or coordinated county transportation authority from disclosure under the Texas Open Records Act.
- House Bill 1905, by State Representative Drew Springer, exempts DART from paying state motor fuels tax for CNG and LNG fuel used in the provision of DART services. This tax exemption will reduce agency fuel expenses by an estimated \$250,000 annually.
- Beginning in January 2016, House Bill 283 by State Representative Pat Fallon, requires DART and other regional and metropolitan transit authorities in the state to post archived video of open board meetings on the Internet within seven days following the meeting and to archive the videos for at least two years.

DART Passenger Service in Garland

Ridership for the third quarter of FY 2015 (April to June) in Garland was 737,128 riders. There were 540,624 bus riders and 196,504 light rail riders at the two stations serving Garland (Downtown Garland and Forest/Jupiter). That results in an average 7,519 bus riders and 2,646 light rail riders each weekday.

The ridership on Route 378 – which connects Downtown Garland Station, Lake Ray Hubbard Transit Center and South Garland Transit Center – averaged 1,374 riders each weekday. It is one

of the most heavily used transit center feeder routes in the DART System, as well as one of the best performing.

During the third quarter, Downtown Garland Station averaged 1,701 daily riders, ranking it 15th among DART's 62 light rail stations. South Garland Transit Center averaged approximately 1,513 weekday bus riders and Lake Ray Hubbard Transit Center averaged between 872 and 900 weekday riders.

For a comparison of bus ridership among service-area cities, see APPENDIX 1.

Safety and Security

Uniform Crime Reporting Program Part I Offenses committed at Garland's rail stations and bus transit centers totaled six (6) in the third quarter of FY 2015. There were three (3) offenses classified as Part II Offenses. Part II Offenses include items like public intoxication and trespassing.

Crime statistics at Garland transit facilities have remained low or decreased during the third quarter of FY 2015 compared to those in FY 2014. See APPENDIX 2 and APPENDIX 3.

Garland-Area Passenger Amenities

The Garland passenger shelter program was completed on April 19, 2015, with the installation of a new shelter at Richland College.

With the completion of the program, Garland has:

- Total Bus Stops: 917
- Total Stops with Shelters: 30*
- Total Stops with only Benches at Bus Stops: 95**

* Excludes shelters at Garland rail stations or transit centers

** All shelters have benches

Mapping Garland's Bus Stops

There are more than 900 bus stops located in Garland and most stops are spaced about 600 feet to 1,000 feet apart. Also, bus stops are constantly evaluated to ensure we meet the needs of the customer. Unlike a bus transit center or rail station, a bus stop is more easily added, deleted or relocated; on average, approximately 5 percent of stops change during a year.

DART's bus schedules show the route on the map and note a few key stops to use as reference points for arrival times. The agency does maintain an electronic record of bus stop locations, which is accessible by the DART Customer Service representatives and by online trip-planning tools like the DART.org Trip Planner and Google Maps.

Garland-Area Street Improvements: Northwest Corner of Garland Road and Miller Road

DART designed plans and acquired all necessary right of way (ROW) parcels for this intersection, as well as for others on Garland Road in Metric units as per the 2005 TxDOT Roadway Design Manual.

In mid-2011, while awaiting acquisition of additional funding from the North Central Council of Governments (NCTCOG), DART, TxDOT and the NCTCOG decided that all federally funded PASS projects, including this intersection's plans and ROW documents, should be transferred to TxDOT for completion. As a result, all DART funding involved in this project was reallocated to other DART-specific projects located within the City of Garland.

TxDOT currently is updating the environmental documents and converting the plans to US Customary units.

Major DART Bus Service Change Proposals in 2016

A public hearing, preceded by a series of community meetings, has been scheduled to receive comments on proposed bus service changes. Based on input gathered at the meetings and hearing, the DART Board of Directors will act on these changes in October 2015.

Implementation of changes would occur no later than March 2016. All comments received during these events will be considered in evaluating the proposed changes. Action on final recommended changes would occur at a DART Board meeting after the public hearing.

The proposed changes affecting Garland are:

- Route 385 - Extend route coverage to new destinations in Rowlett on a route that originates in Garland
- Route 463 - Extend weekend service hours or add new weekend service; route serves Downtown Garland

Pre-Public Hearing Community Meeting

Thursday, September 17, 2015 at 6:30 p.m. (Rowlett/Garland)

Rowlett City Hall - Council Chambers

4000 Main Street

Rowlett, TX 75088

Public Hearing

Tuesday, September 22, 2015 at 6:30 p.m.

DART Headquarters – Board Room

1401 Pacific Avenue, Dallas, TX 75202

A list of additional Pre-Public Hearing Community Meetings can be found online:

DART.org/meetings

Kraft Foods Partnership

Kraft Foods is expanding its Garland facility and plans to hire approximately 800 new employees by March 2016. The facility is located a mile from the Forest/Jupiter Station and Route 486 stops in front of the building.

DART and Kraft representatives met to discuss how the two might work together to increase the transportation options for Kraft employees. Kraft has enrolled in the employer pass program and will subsidize a portion of the prepaid annual passes for employees who elect to participate. DART staff also has been on-site to explain the program and conduct trip planning, including attending new-hire orientations and hosting a table on Sept. 24-25 to reach current employees at all shifts.

DART will monitor ridership levels and patterns and adjust the route and schedule as needed. DART will add passenger benches and shelters at the nearest stops as agreed-upon ridership targets are reached. Kraft has poured the concrete slab on its property for the forthcoming amenities.

Red and Blue Line Stations Platform Extensions and Level Boarding

DART is completing the project development phase of a project to lengthen the rail platforms at twenty eight Red and Blue line stations so that these stations can accommodate three-car trains thereby increasing train capacity to and from Garland. The agency anticipates completing the engineering and final design phases by the end of the year. Construction would begin in 2016 and be complete by 2020.

D2 Update (Second Downtown Dallas Light Rail Alignment)

On Aug. 17, Government Relations and Planning staff met with representatives from the City of Garland Transportation Department to discuss the proposed Second Downtown Dallas Light Rail Alignment, known as D2.

DART staff presented the alternatives analysis and explained how each proposed rail alignment performed against Federal Transit Administration (FTA) funding criteria. These criteria include ridership and revenue forecasts, cost, capacity improvements, travel time and ability to attract development. The agency hopes to reach consensus on a locally preferred alternative (LAP) and submit a funding application to FTA by the end of September 2015.

DART/City of Garland Communications Collaboration

On Aug. 14, representatives from the DART Marketing and Communications department met with Dorothy White, director of public and media relations for Garland, to discuss opportunities to collaborate. Both DART and city staffers expressed interest in utilizing their respective public outreach channels to spread the word about both DART activities and special events in Garland.

MegaFest Returned to North Texas – Aug. 19-23

MegaFest, a five-day, family friendly festival presented by T.D. Jakes Ministries, returned to Dallas in August. Organizers expected the event to draw up to 85,000 people, many of whom would be from out of town. This is the second time MegaFest has been held in Dallas. Good public transportation was among the deciding factors in bringing the conference back to North Texas.

DART played an important transportation role by moving attendees among conference venues, airports and hotels, as well as connecting them with restaurants, shopping, museums and other local attractions. Learn more: DART.org/MegaFest

Ride DART to the 2015 State Fair of Texas® – Sept. 25-Oct. 18

Following a successful partnership in 2014, DART once again will sell State Fair of Texas admission tickets on DART's GoPassSM App. Fair admission tickets purchased through GoPass are discounted at \$16 for general admission and \$12 for child and/or senior tickets. Fair tickets can be purchased on GoPass beginning Sept. 14. Learn more at DART.org/StateFair.

APPENDIX 2Part 1 Offenses

FY 15 Quarter 3 (April - June)	Criminal Homicide	Forcible Rape	Robbery	Aggravated Assault	Burglary	Larceny- Theft	Motor- Vehicle Theft	Arson	Total : Q3 2015	Total: Q3 2014
Lake Ray Hubbard	0	0	0	0	0	1	0	0	1	0
South Garland Transit Center	0	0	0	0	0	0	0	0	0	1
Forest/Jupiter	0	0	0	0	0	2	0	0	2	2
Downtown Garland	0	0	0	0	0	1	2	0	3	1

APPENDIX 3

Part 2 Offenses

FY 15 Quarter 3 (April - June)	Other Assaults	Forgery/ Counterfeiting	Fraud	Embezzlement	Stolen Property: Buy/Rec/Poss	Vandalism	Weapons	Prostitution	Sex Offenses	Drug Abuse Violation
Lake Ray Hubbard	0	0	0	0	0	0	0	0	0	0
South Garland Transit Center	0	0	0	0	0	0	0	0	0	0
Forest/Jupiter	0	0	0	0	0	0	0	0	0	0
Downtown Garland	0	0	0	0	0	0	0	0	0	0

*Continuation of above chart

FY 15 Quarter 3 (April - June)	Gambling	Offenses Against Family/Child	DUI	Liquor Laws	Drunkenness	DOC	Vagrancy	All Others	Suspicion	Runaways	Total Q3 2015	Total Q3 2014
Lake Ray Hubbard	0	0	0	0	0	0	0	0	0	0	0	0
South Garland Transit Center	0	0	0	0	0	0	0	2	0	0	2	1
Forest/Jupiter	0	0	0	0	0	0	0	0	0	0	0	3
Downtown Garland	0	0	0	0	1	0	0	0	0	0	1	11

Dallas Area Rapid Transit

Estimated Passenger Boardings By Service Area City

For the Third Quarter Fiscal Year 2015, Period Ending June 30, 2015
In Thousands

Description	Qtr 3 2015	Qtr 3 2014	%% (2) Change	YTD 2015	YTD 2014	%% Change
Bus Ridership (1)						
Addison	161	171	-5.7%	474	520	-8.9%
Carrollton	77	82	-5.4%	235	245	-3.9%
Farmers Branch	102	111	-7.8%	312	324	-3.5%
Garland	541	580	-6.8%	1,633	1,743	-6.3%
Glenn Heights	58	59	-1.3%	166	169	-2.0%
Irving	575	621	-7.4%	1,703	1,817	-6.3%
Plano	241	257	-6.4%	717	758	-5.4%
Richardson	421	360	16.8%	1,211	1,119	8.2%
Rowlett	5	5	-9.2%	15	15	0.7%
Mesquite - Contracted	8	7	7.4%	23	23	1.7%
Arlington-Contracted	17	17.83	-2.7%	54	56	100.0%
Suburban Total	2,206	2,270	-2.9%	6,543	6,789	-3.6%
Dallas Total (3)	6,868	7,056	-2.7%	20,584	20,828	-1.2%
Bus Total	9,074	9,327	-2.7%	27,127	27,618	-1.8%
Light Rail	7,282	7,132	2.1%	22,141	21,683	2.1%
Commuter Rail	516	581	-11.2%	1,630	1,711	-4.7%
Streetcar	11	0	100.0%	10.742	0	100.0%
Total Passenger Boardings	16,882	17,040	-0.00925	50908.615	51012.25	-0.00203
	Qtr 3	Qtr 3	Inc	YTD	YTD	Inc
Type of Day	2015	2014 (Dec)		2015	2014 (Dec)	
Weekdays	64	64	0	187	190	-3
Saturdays/Holiday	13	13	0	43	40	3
Sundays/Holiday	14	14	0	43	43	0
Total	91	91	0	273	273	0

(1) Effective March 1998, Ridership allocations between member cities are based on an on-board survey, performed during a 4 month period ending January 31, 1998.

(2) % Change includes impact of revision to route allocations. Percentage changes based on unrounded numbers

(3) Includes University Park, Highland Park, and Cockrell Hill.



City Council Item Summary Sheet

Work Session

Date: September 14, 2015

Agenda Item

August Residential Water Consumption Increase

Summary of Request/Problem

At the request of Mayor Pro Tem B.J. Williams and Council Member Tim Campbell, Staff is requested to discuss the unprecedented high water consumption readings for the August 2015 billing cycle.

- Change in watering restrictions in place for August 2015, as compared to July 2015 and August 2014
- Meter reading protocol (electronic and manual)
- Results of billing system review and analysis
- Address whether our water meter reading methodology includes “estimated” in addition “actual” consumption? If so, how many?
- Protocol/process for requesting meter re-read
- Protocol for ensuring the technical accuracy and calibration of wireless meter reading equipment
- Explain “average billing” program
- Bill pay assistance options available to customers, in cases of financial hardship
- North Texas Municipal Water District (NTMWD) factor
- Suggestions to customers to reduce future consumption and cost

Recommendation/Action Requested and Justification

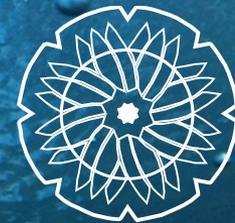
Council discussion.

Submitted By:

Approved By:

**Bryan L. Bradford
City Manager**

Water Consumption/Billing Inquiry
UPDATE



GARLAND



Summary of Recent Activity

- At the beginning of August Customer Service began receiving an unusually high amount of water related calls and inquiries.
- Social media conversations started occurring related to high utility bills.
- Calls and e-mails were primarily focused on high consumption totals on their bills.
- These inquiries resulted in a total of 595 August re-reads which is double the normal amount.
- Two meetings with citizen groups have been held to discuss water meters and billing processes.
- Citizens were informed of metering and billing system operation, the reliability of our meters, and the process of handling billing disputes.
- Web site was updated to include these processes and meter information.
- Discussions concerning high water consumption have been taking place with other utility directors throughout North Texas.
- Obtained visual readings and hand billing of small sample of accounts.
- Implemented a manual validation process.

Metering and Billing Process

- There are approximately 67,000 residential water meters within our utility system. Meters are read once each month to determine the quantity of water to be billed. During 2014 only 251 readings were estimated.
- A City vehicle drives down the street and the readings from each meter are transmitted via radio signal to a computer in the vehicle.
- When the computer receives the transmitted meter reading, it automatically compares the reading to a set of expected readings to determine if the reading is higher or lower than expected.
- If the reading is too high or too low, the meter is added to a list of meters that will be reviewed and possibly re-read manually prior to being billed.
- At the end of the day, meter readings are uploaded to our billing software.
- Our billing software subtracts last month's reading from the current reading to determine the amount of water that was used during the billing period and then calculates the water charge by multiplying water usage by the current water rates.
- After the bill has been issued, customers occasionally question their consumption, and contact the Customer Service Call Center to request a meter re-read. When the meter is re-read, our staff verifies both the visual reading and the electronic reading to ensure that the readings are the same. A visual check for evidence of water leakage is also performed.

Leak Detector



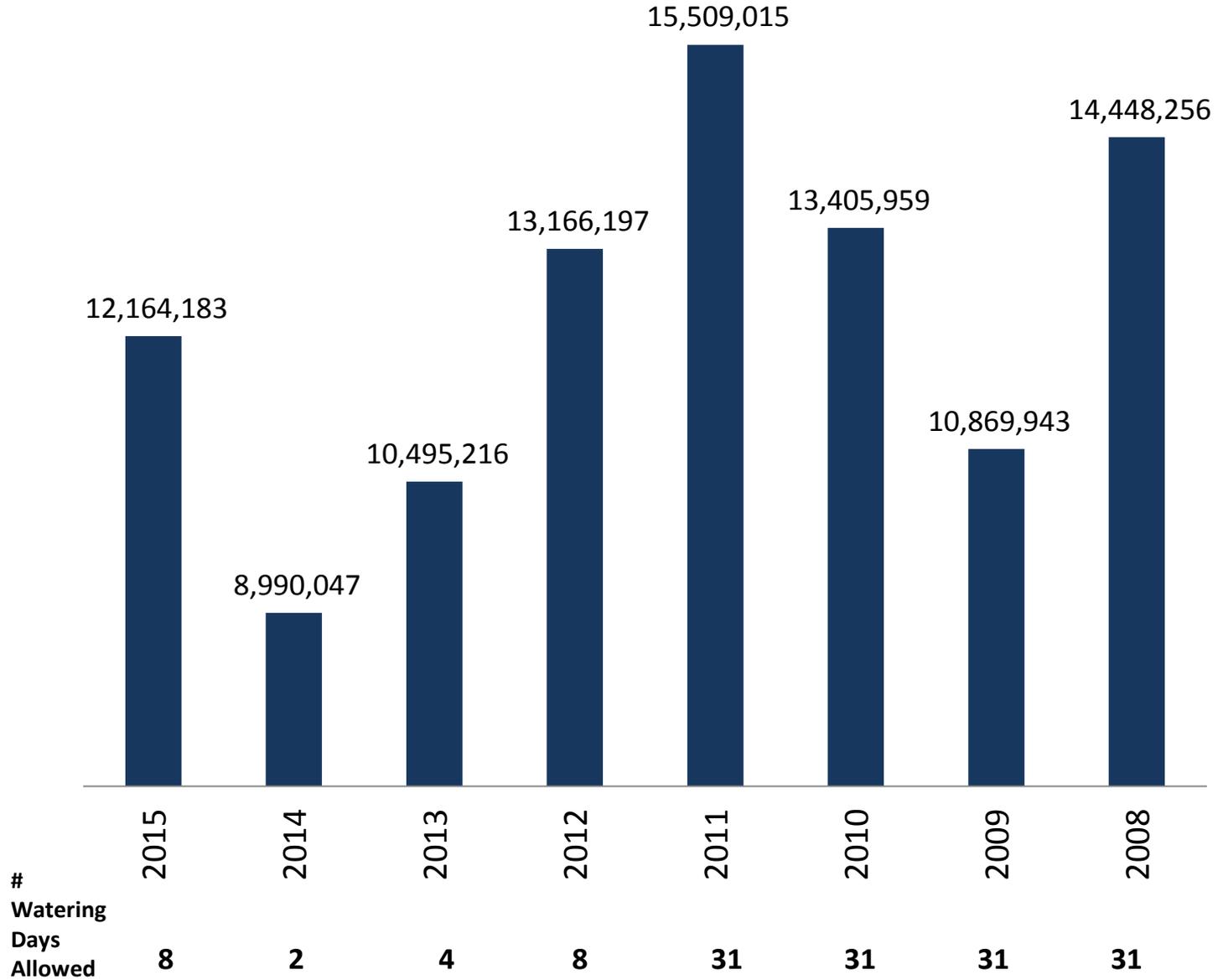
* *Garland Water Utilities replaced all their meters within the last 7 years*

Validation of Process

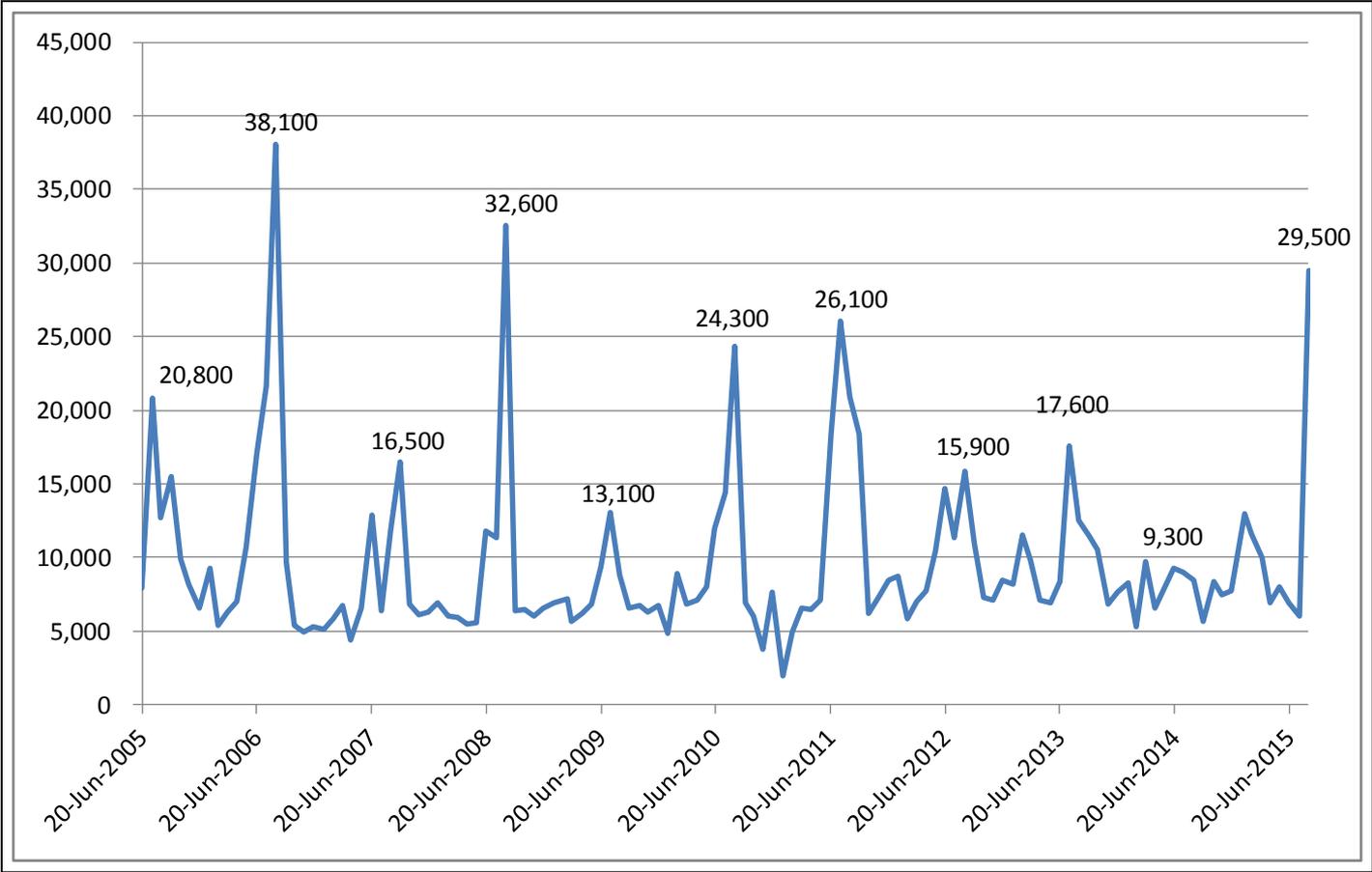
- A Technical Supervisor has reviewed the water rate tables in the billing system
- Visually reading meters and comparing reads to electronic readings
- Manually calculating a sampling of water bills and comparing results to billing system
- Removing various meters and electronic devices to be sent offsite to be tested
- Reviewed 4,600 readings from the high low report (normal average 3000), resulting in approximately 500 rereads prior to billing.
- Reread 595 meters at the request of our customers.
- Reviewing historical data for a period up to 10 years to determine consumption patterns when responding to customer inquiries.
- Conducted a manual review of meter reading software to ensure information was being transferred to and from our billing system.
- Validating connection between meter and electronic devices
- Conducting meter tests at Garland Water Department as needed



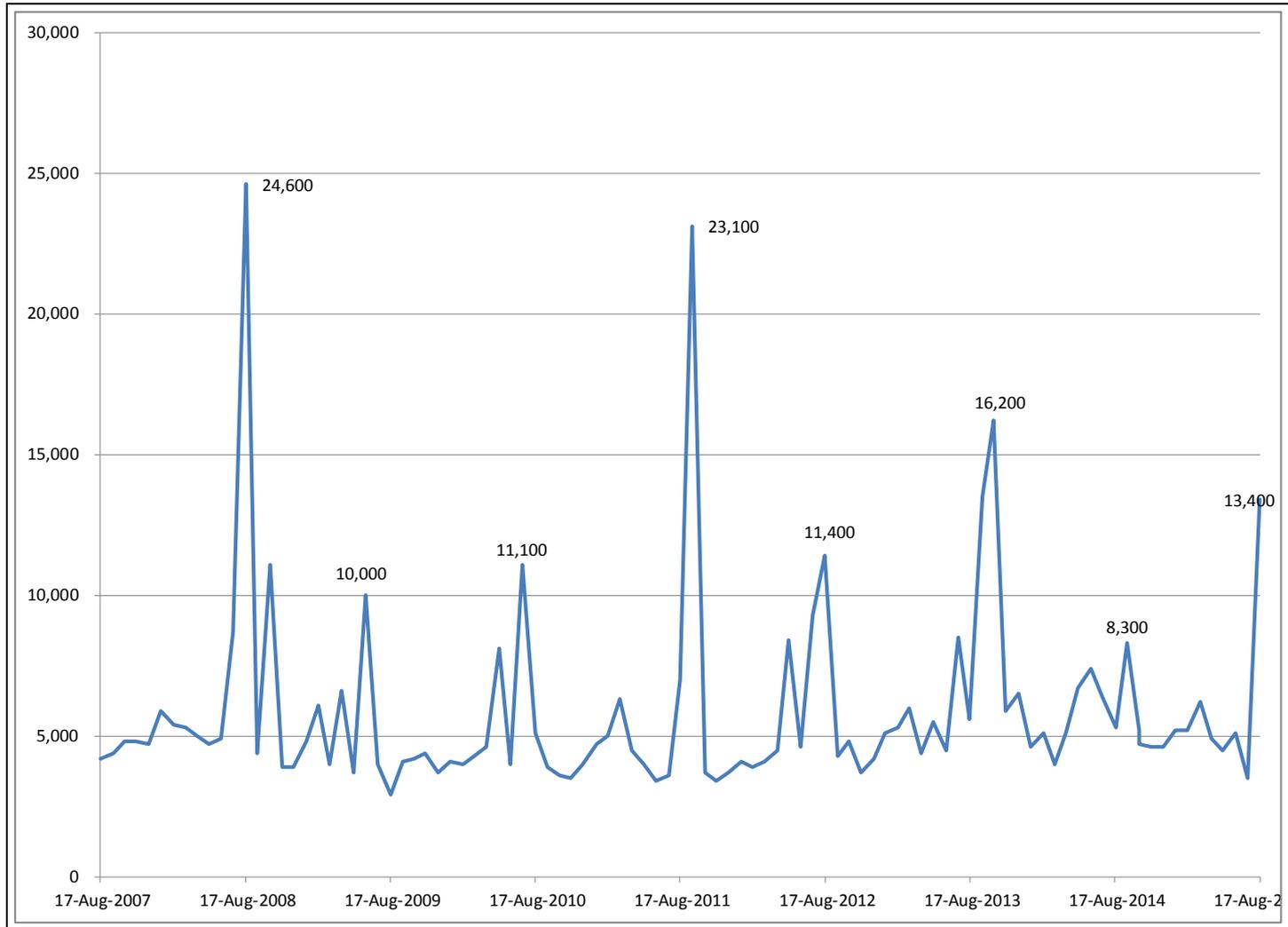
August Water Consumptions



Account With Sprinklers

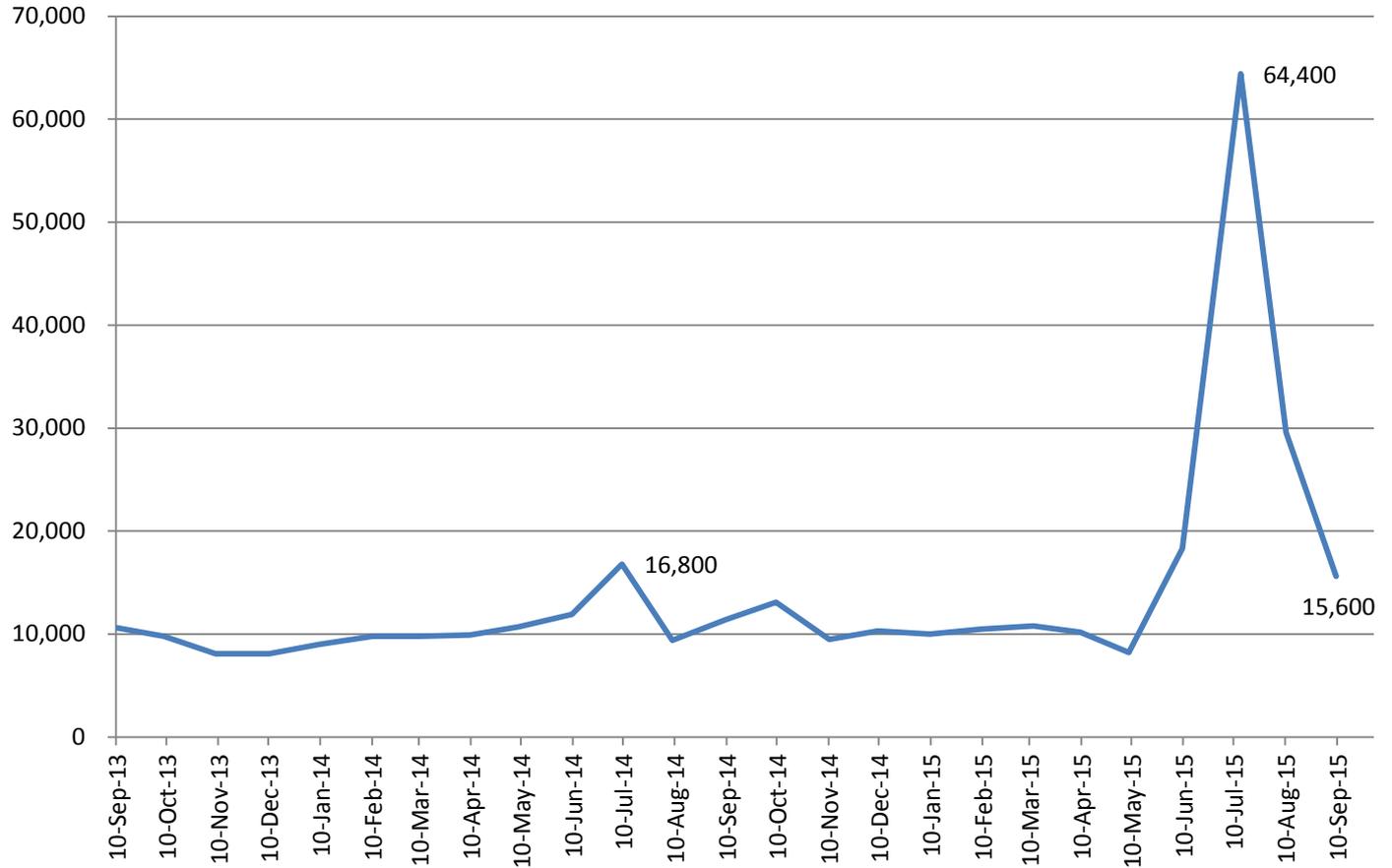


Account With No Sprinkler



Account With Water Leak

Account with Water Leak





Resources for Understanding Water Consumption

We can't tell exactly where the water went after passing through the meter, since we only read the meter once a month, or at most, twice, if we're asked to reread it. But we can offer suggestions for gaining a better understanding of your usage.

Daily Meter Readings - Reading the meter daily or even twice daily can provide far more information than our monthly readings. This makes it possible to develop a daily profile of water consumption that will highlight any daily variations. If usage spikes on one or more days or during a certain time period, then it may be easier to identify the activities that caused the spike.

Check for indications of a leak each time the meter is read. Monitor the meter for 5 minutes to identify any intermittent indications of water flow that may indicate a leak.

Review your sprinkler control settings to make sure your system is set for the appropriate frequency and duration. Run the system during the day and verify there are no broken pipes or sprinkler heads.

Call Customer Service at 972-205-2671 to discuss concerns, request a usage review or meter recheck, or schedule a water or electric usage audit of your home

Some actual findings from recent water audits:

- Irrigation system with all heads intact – 15 gallons per minute
- Irrigation system with 2 broken heads on 1 station – 30 gallons per minute of operation
- Soaker hose – 10 gallons per minute of operation
- Leak in flapper valve of toilet. Toilet refilling 3/10 to ½ gallon every 2 minutes



Customer Options

1. Water Audit
2. Budget Billing
3. Pay arrangement to extend due date up to 21 days if customer simply needs more time to pay the bill
4. If customer needs more than 21 days, deferral of part of the water charges and with monthly installment payments of the deferred amount
5. Financial Assistance
 - Customer Assistance Program
 - Salvation Army
 - Good Samaritan
 - Friendship House

 - PAID Program – Salvation Army

 - Other sources
 - Dallas County Health and Human Services
 - St. Vincent de Paul
 - Urban League of Dallas

Water Consumption Statistics

- According to the Environmental Protection Agency (EPA), approximately 40% of residential water use is contributed to outdoor watering
- 75% of water use inside the home happens in the bathroom
 - A five minute shower uses between 10 to 25 gallons of water
 - A full bath can use up to 50 gallons of water
 - Brushing teeth can use up to 5 gallons of water if the tap is left running



- A leaky toilet can waste up to 73,000 gallons of water each year
- A leaky faucet can waste up to 3,000 gallons of water per year
- Washing a load of clothes can use between 32 and 59 gallons of water
- Watering your lawn for 30 minutes uses the same amount of water as a 4-hour shower



Resources For Using Water Wisely

Garland Water Utilities has a Public Education Specialist on staff whose main focus is to educate citizens on water conservation practices. Below is a list of just a few of the many conservation resources available to our customers:

Garland Water Utilities
www.garlandwater.com

North Texas Municipal Water District
www.ntmwd.org

U.S. Environmental Protection Agency
www.epa.gov/watersense

North Texas Water IQ
www.NorthTexasWaterIQ.org

Texas Smartscape
www.txsmartscales.com

Texas A&M AgriLife – Dallas Center
<http://dallas.tamu.edu>

Water My Yard
www.watermyyard.org



Questions



City Council Item Summary Sheet

Work Session

Date: September 14, 2015

Agenda Item

National Night Out in Texas

Summary of Request/Problem

National Night Out is a community police awareness-raising event in the United States which began in 1984 in an effort to promote involvement in crime prevention activities, police-community partnerships, neighborhood camaraderie, and to send a message to criminals letting them know that neighborhoods are organized and fighting back. The event is held each year on the first Tuesday in August. Texas has the option to use the alternate date of the first Tuesday in October to avoid hot weather.

This year Texas will celebrate National Night Out on Tuesday, October 6, 2015 which is also the first regularly scheduled Council meeting in October.

Council is requested to consider rescheduling the October 6 Regular Meeting in order to allow the Mayor and Council members the opportunity to participate in local National Night Out activities in the community. If Council concurs, the October 6 Regular Meeting will be rescheduled to Monday, October 5. This item is scheduled for formal consideration at the September 15, 2015 Regular Meeting.

Recommendation/Action Requested and Justification

Council discussion and direction.

Submitted By:

Approved By:

**Bryan L. Bradford
City Manager**



City Council Item Summary Sheet

Work Session

Date: September 14, 2015

Agenda Item

Boards and Commissions

Summary of Request/Problem

Council is requested to consider appointments to Boards and Commission.

Recommendation/Action Requested and Justification

Council discussion.

Submitted By:

Approved By:

**Bryan L. Bradford
City Manager**