

MINUTES

Spartanburg Sanitary Sewer District Commission, Regular Meeting, held at 200 Commerce Street, Spartanburg, SC, February 27, 2018, at 2:15 p.m.

Copies of the agenda were forwarded to the following news media: Spartanburg Herald-Journal, The Spartan Weekly, Greenville News, The Greer Citizen, Hometown News, WSPA-TV 7, WYFF-TV 4, WLOS-TV 13, WHNS Fox Carolina, WORD News Radio, WOLT-FM Radio, Tribune Times, and the Times Examiner.

Commissioners present were Mses. Barnes and Viney and Messrs. Blanton, Littlejohn, Lynch, Montgomery, and White. No one was absent.

The meeting was opened with the following statement:

This is a regular meeting of the Spartanburg Sanitary Sewer District Commission. Written notice of the date, time, and place for this meeting, along with the agenda, has been posted in the lobby and on the Spartanburg Water website, and copies mailed to local and nearby news media, at least 24 hours prior to this meeting.

1. PRAYER

Mr. Lynch called the meeting to order and opened with a prayer.

2. APPROVAL OF MINUTES OF REGULAR MEETING OF JANUARY 23, 2018

Mayor White moved and Mr. Littlejohn seconded the motion to approve the minutes as written. The motion passed unanimously.

3. MONTHLY FINANCIAL REPORT

Newt Pressley presented a financial summary of SSSD expenditures and revenues for the seven-month period ending January 31, 2018. An explanation was provided for the favorable and unfavorable budget variances.

Mr. Pressley briefed the Commission on the monthly billing project. All residential and commercial bills for February have been sent out. Customer Service has received mostly positive feedback. The call volume is up 50%, and the response rate is still very good, with the abandonment rate still above national average. A copy of the latest bill insert was provided to the Commission.

The above was provided as information to the Commission.

4. CUSTOMER SURVEY

Debbie Liberty of Research, Inc., presented the results of the Fall 2017 Customer Survey.

Ms. Liberty said Research, Inc., has conducted these biennial surveys for Spartanburg Water since 2001. The objective of the survey is to determine the overall satisfaction of customers. The methodology has remained the same.

Research Inc., was provided a list of Spartanburg Water customers and 400 were randomly selected and agreed to conduct telephone interviews.

Spartanburg Sanitary Sewer District Commission – Regular Meeting, February 27, 2018

Interviews lasted 8-10 minutes and participants were given a \$10 credit on their next bill for the respondent's time.

This survey indicated an overall customer satisfaction rating of 86% very satisfied, 11% neutral, and 3% dissatisfied. Unfortunately, most usually have some dissatisfied customers, but it would be good to lower the neutral percentage and reflect that as an increase in the very satisfied percentage.

Every quarter, Research Inc., makes 150 calls to customers who have contacted Customer Service to determine their satisfaction levels. This survey indicated an overall customer satisfaction rating of 94% very satisfied with only 3% dissatisfied. This is a very strong rating.

The survey has been updated to include questions regarding awareness of The Choose Tap Program and the Water Matters Citizen's Academy. The awareness of these programs were low, and provides opportunity to increase community awareness.

Mr. Littlejohn asked if the survey would reflect the same high percentage of satisfaction if the question was asked, "Do you trust Spartanburg Water". Ms. Liberty stated that is a different question, but would expect it to be positive based on current ratings.

Mr. Lynch asked about the reasoning for the 1-7 scale. Ms. Liberty stated that over the years, Research Inc., has continued to use the 1-7 scale because it facilitates a sufficient graduation for the top, middle, or bottom of the survey scoring results.

Ms. Barnes questioned if any of the random contacts are duplicates. Ms. Liberty noted that a customer would not have been contacted more than once.

Mr. Littlejohn inquired if 400 participants is statistically significant for the amount of Spartanburg Water customers. Ms. Liberty said that using 400 participants is sufficient to get the needed information. If there was an issue that needed to be further looked into, then increasing the number of participants might provide more detailed information, but is not necessary for the standard customer survey.

Mr. Blanton asked how Spartanburg Water compares to other utilities. Ms. Liberty noted that all utilities have their own way of processing the customer surveys, but all of the utilities that Research Inc., works with have positive results.

Ms. Schneider noted that Research Inc., will go through some changes and Ms. Liberty will not be conducting future customer surveys for Spartanburg Water. Ms. Liberty noted that she will be retiring, and has enjoyed working with Spartanburg Water.

The above was provided as information to the Commission.

Spartanburg Sanitary Sewer District Commission – Regular Meeting, February 27, 2018

5. SPARTANBURG WATER WAS THE RECIPIENT OF TWO NATIONAL AWARDS AT THE NATIONAL ASSOCIATION OF CLEAN WATER AGENCIES (NACWA) WINTER CONFERENCE IN NAPA, CALIFORNIA

Water Resources Utility of the Future Award: Spartanburg Water was the sole recipient of The *Water Resources Utility of the Future Award*, given to member agencies that demonstrate bold, transformational leadership in managing resources, partnering effectively in local economic development, and engaging stakeholders – resulting in environmental, economic, and social benefits.

Public Information & Education Award: Spartanburg Water was recognized for its innovative programs to engage its customers, including Choose Tap, Water Matters and events like Paddle Fest and Lake Sweep. The *Public Information & Education Awards* honor agencies for their inventive efforts to educate the public on the effects of wastewater treatment and pollution control on the environment.

Ms. Schneider informed the Commission that Spartanburg Water was recognized at the NACWA Conference in two areas: Public Information and Education, and Water Resources Utility of the Future. These awards recognized the Choose Tap and Water Matters programs, as well as utility management. Spartanburg Water was the only organization to receive two awards and the only organization to receive the Utility of the Future Award. No other South Carolina utility was recognized.

The Commission congratulated management and staff on being the recipient of such prestigious awards.

6. WORKERS' COMPENSATION INSURANCE RENEWAL

Spartanburg Water's Workers' Compensation insurance renews on April 1, 2018. The current carrier, Summit, has submitted a renewal quote of \$167,423.52 which is a 2.8% reduction in our current plan.

Staff also received additional quotes from Brickstreet, Key Risk, and Amerisure:

Brickstreet	\$163,237
Key Risk	\$173,036
Amerisure	\$177,451

Based on the findings of the evaluation committee, management recommends approval of Summit as the Workers' Compensation carrier.

Management's recommendation is to remain with Summit for 2017-2018 as our Workers' Compensation carrier. The allocation between companies is \$41,855.88 for SSSD and \$125,567.64 for SWS.

Mr. Montgomery moved and Mayor White seconded the motion to approve management's recommendation to remain with Summit as the Workers' Compensation carrier. The motion passed unanimously.

7. GREENPOND PUMP STATION, FORCE MAIN, AND GRAVITY SEWER PROJECT – PROFESSIONAL SERVICES

Following the completion of the Ben’s Creek Sewer Master Plan, staff proceeded to procure design services to implement the recommendations contained in this report. The goal was to identify engineering firms who had completed projects which were similar in scope to those outlined in this report. The Idlewood Pump Station and Force Main Project, designed by Hill Engineering, LLC, met this criterion. This project, and others designed by Hill Engineering, LLC, had been performing well for a number of years.

Hill Engineering, LLC, was contacted; and, over the past two months, has conducted a detailed evaluation of the Ben’s Creek report and project concept, along with preliminary field work related to property availability and force main routing.

Hill Engineering, LLC, has submitted a proposal to design, permit, and provide construction management services for the pump station, 15,700 LF of force main, and approximately 2,500 LF of gravity sewer along Ben's Creek.

This project will include the design of a regional pump station and force main to serve the currently unserved area of the Sewer District located west of Greenpond Road, south of Lightwood Knot Road, north of Hwy. 417, and east of Hwy. 101. The project will also include approximately 2,500 LF of gravity sewer that will drain into the pump station, which will encourage subdivision development. The preliminary estimate for construction of the pump station and force main is \$2,270,000 and \$965,000 for the gravity sewer.

The engineering services provided by Hill Engineering, LLC, will also include the preparation of necessary easement plats and assistance with bidding the project.

The project will proceed in two phases as follows:

Phase 1A: The Greenpond Pump Station and Force Main Project

Engineering	\$ 152,500
Surveying and Easement Plat Preparation	\$ 22,000
Construction Management	<u>\$ 9,000</u>
Subtotal	\$ 183,500

Phase 1B: Gravity Sewer from Pump Station to Fowler Road

Engineering	\$ 48,000
Surveying and Easement Plat Preparation	\$ 8,500
Construction Management	<u>\$ 5,700</u>
Subtotal	\$ 62,200

<u>Owner-directed allowance</u>	<u>\$ 25,000</u>
Total Not-To-Exceed Cost	\$270,700

Management recommended the approval of a professional services contract with Hill Engineering, LLC in the amount of \$270,700. This project will be funded through the wastewater capital funds.

Gene Jackson stated that the Ben’s Creek study provided insight and identified this area as an area for a regional pump station and force main to serve the currently unserved area of the Sewer District located west of Greenpond Road.

Ms. Barnes moved and Mr. Montgomery seconded the motion to approve management’s recommendation of a professional services contract with Hill Engineering, LLC. The motion passed unanimously.

8. JANITORIAL SERVICES CONTRACT

Proposals were received on January 23, 2018, for contract services to furnish material, labor, transportation, and equipment necessary to perform janitorial services at multiple facilities throughout the organization.

The scope of work calls for placing personnel as needed at the Administrative Complex, the C&D complex, the R.B. Simms Water Treatment Plant (including the Pavilion), and the Fairforest Reclaimed Water Treatment Plant to provide services at each facility as detailed in the Request for Proposals.

A pre-bid conference was held and guided site tours provided to further familiarize the bidders with the locations, the overall size of the facilities, and the work required.

Ten prospective contractors attended the pre-bid meeting and a tabulation of the responses is listed below. The costs are represented in annual totals, based on an initial 12-month term with two optional renewal terms.

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
USS Facility Services Greenville, SC	\$154,872
Quality Cleaning Service Spartanburg, SC	\$139,080
Commercial & Industrial Cleaning Management (CICM) Spartanburg, SC	No Response
Carolina Building Services Welford, SC	No Response

Spartanburg Sanitary Sewer District Commission – Regular Meeting, February 27, 2018

Stratus Building Solutions Greenville, SC	No Response
Jani-King Greenville, SC	No Response
City-Wide Spartanburg, SC	No Response
Sunbelt Janitorial Group Spartanburg, SC	No Response
Professional Custodial Services (PCS) Spartanburg, SC	No Response
Clean Crew, Charles Lee Spartanburg, SC	No Response

Quality Cleaning Services is the current service provider.

Based on the findings of the evaluation committee, an examination of provided references, and the cumulative scores of the proposals, management recommended an award be granted to USS Facility Services in the annual amount of \$154,872.

The services will be funded from the operating budget as follows:
SSSD – \$50,511.84 and SWS – \$104,360.16.

Mr. Montgomery moved and Ms. Barnes seconded the motion to approve management’s recommendation to award the bid to USS Facility Services. The motion passed unanimously.

9. RESPONSES TO A REQUEST FOR PROPOSAL (RFP) FOR THE INSTALLATION OF SIXTY-NINE ARC FLASH DISCONNECT BOXES

Responses to a Request for Proposal (RFP) for the installation of sixty-nine arc flash disconnect boxes at SSSD lift stations were received on February 15, 2018. The Installation of arc flash disconnect boxes was recommended in the November 2016, Arc Flash Risk Assessment. The arc flash disconnect boxes are being installed to allow the disconnect from the power source and provide a safer work area for employees while performing routine maintenance, troubleshooting and repairs on electrical equipment.

Invitations to respond were forwarded to prospective bidders and publicized in the local media and State Procurement Website. Six contractors received RFP documents and two submitted a proposal. A cost tabulation of the response is listed below:

<u>BIDDER</u>	<u>AMOUNT OF BID</u>
Gregory Electric Spartanburg, SC	\$345,829.05

Spartanburg Sanitary Sewer District Commission – Regular Meeting, February 27, 2018

Paul Young Electric
Inman, SC

\$394,781.49

The RFP required a defined approach and strategy, technical competence, adherence to the schedule, cost proposal, reply to the Community Benefit Program and MWBE participation. Due to scheduling conflicts and timing constraint the responses were limited. Gregory Electric submitted a complete proposal successfully addressing the requirements of the RFP.

Management recommended awarding the project to Gregory Electric for the amount of \$345,829.05. Funding for the project will be provided through the Sewer District capital budget.

Mr. Montgomery moved and Mr. Littlejohn seconded the motion to approve management's recommendation and award bid to Gregory Electric. The motion passed unanimously.

10. ECONOMIC DEVELOPMENT REPORT

Ms. Schneider provided the Commission with a summary of economic development activities in the service area for 2017.

The above was provided as information to the Commission.

11. NEGOTIATIONS AND MISCELLANEOUS ADMINISTRATIVE MATTERS

- A.** Ms. Schneider reminded the Commission that the Employee Recognition Breakfast will be held on March 6 and March 7 at the Cleveland Park Event Center beginning at 8:00 a.m.
- B.** Ms. Schneider noted that Spartanburg Community College will have an Economic Visionaries Event on March 22. The keynote speaker will be Lynn Good, CEO of Duke Energy.
- C.** Ms. Schneider informed the Commission that The Children's Museum of Spartanburg will have a donor event on March 29.
- D.** Ms. Schneider stated that the Mobile Mammography Unit will be onsite April 4. Please let Human Resources know by March 5 if you or your spouse are interested in participating.
- E.** Ms. Schneider noted that the Day of Caring will be held on April 21 and if the Commission is interested in participating a sign-up sheet was provided in their handouts.
- F.** Ms. Schneider reminded the Commission that the SSSD budget work session is scheduled for Friday, April 27 prior to the regularly scheduled Commission meetings. The SWS Commission will look at some dates and schedule a work session.
- G.** Ms. Schneider noted a few Choose Tap events that are scheduled. Earth Day is scheduled for April 21 and the Criterium Bike Race is scheduled for April 27.

Spartanburg Sanitary Sewer District Commission – Regular Meeting, February 27, 2018

- H. Ms. Schneider informed the Commission that the Spartanburg Chamber of Commerce has scheduled their Annual Celebration on May 22, 2018.

Meeting adjourned at 3:27 p.m.

G. Newton Pressley
Secretary-Treasurer

tbh