

THE PIPELINE

Monthly Newsletter

July 2009

Pipeline, an Award-Winning Publication

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Mission Statement

*Our mission is to protect
the public health, safety,
and the environment
by providing quality
service, environmental
stewardship and
renewable resources.*

Security Scorecard 2009

by Shaun Pfund

The 2009 Security Assessment was performed by ABS Consulting (under the direction of RWRD employees Jean Voelkel, Security Unit and Shawn Pfund, Detective) for the Pima County Regional Wastewater Reclamation Department (PCRWRD) to assess improvements in the security culture over the past year. This assessment included the same 20 RWRD work sites surveyed in 2008.

The 2009 survey took about five months to conduct and included 79 specific visits. The majority of site visits were conducted during the course of regular business hours; however some visits were conducted in the evening and on the weekend to better assess the level of security during off-hours.

The results of the 2009 survey are very impressive. The majority of facilities received a score of "B" and two wastewater reclamation facilities received a score of "A." These scores signify a major improvement from 2008 when no facility

earned a score higher than "C."

There has been a significant improvement in security at the various PCRWRD work locations from last year, but further work is necessary to attain a consistent security culture within the department. A team of employees who have assisted in the development of security policies has been meeting over the past two months to further develop policies and procedures. In conjunction with the implementation of these policies, security and educational presentations will be made to staff.

The goal is to make our collective work environment safe and secure for everyone in the department. In order to achieve this goal, everyone regardless of rank must adhere to these procedures and encourage compliance and recognition of these endeavors.

A table of the Security Scorecard 2009 results is provided to you as an attachment in this publication (see insert).



Illustration by Bill Singleton

RWRD Prepares to Launch Redesigned Website

by Lilian von Rago

Pima County has begun the process of revitalizing its websites to ensure a consistent and professional look and easy navigation for our customers. RWRD began work on a web redesign last year and met with the Information Technology (IT) Department to integrate its suggestions and jump-start the revitalization process. Because all county websites will eventually be redesigned to have a common

look, our focus was on content. At this juncture, we have de-emphasized overall design, which will be changed when new county design standards have been created.

All RWRD staff will have a chance to review the updated website before it goes "live." We are requesting your comments and corrections to make sure the redesign is as good as we can make it.

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We have added multiple avenues to access information. Users can locate information via top navigation tabs and menus located on the sides of the main page. The top navigation tabs simplify navigation of the site depending on the information the user is seeking, and are organized into the following categories: Residents, Businesses, Developers, Consultants/Contractors, Online Services, and Education. Each tab includes common questions with quick answers and related links. To allow users an easy way to communicate with the department, there will be a Questions and Feedback form available on many pages throughout the website.

The new Consultants tab will help consultants and contractors conduct business with RWRD and will include CIP information, as well as bidding and permitting guidelines. Information about how to apply for a job with the department will be featured under the Residents tab. The Business tab includes new information about

the Industrial Wastewater Discharge Program and how businesses can deal with hazardous wastes.

The Regional Wastewater Reclamation Advisory Committee (RWRAC) recommended expansion of the educational component of our website, which we have organized in the Education tab. Teacher and student resources have been added which provide information about the wastewater treatment process, drought and the hydrologic cycle. Educational coloring books and links are also included. We have also been working on a Just for Kids! section, which will draw on the large collection of sewer history materials put together by former Deputy Director Jon Schladweiler. This section will eventually include a kids' guide to sewer history, the history of outhouses and toilets, and Sewer Disaster Theater.

Please stay tuned for further information on the roll out of the website redesign.

Behind-the-Scenes Work with the Plant Interconnect Project

by Jaime Rivera

Last month's story about the department's success in obtaining federal stimulus fund dollars to cover some of the costs for the Plant Interconnect Project detailed the groundbreaking for this important project. You might recall that the Plant Interconnect, a major component of the Regional Optimization Master Plan, is a large gravity-line interceptor that conveys flows from the Roger Road Wastewater Reclamation Facility (WRF) service area to the Ina Road WRF.

The success of receiving the stimulus funding and getting the Plant Interconnect Project off the ground would not have been possible if it were not for the people involved behind the scenes and their role in pushing this project forward.

Diane Bracken, Principal Finance Analyst and Amy Katzenmeyer, Administrative Services Manager have been responsible for keeping the Interconnect financial accounts up to date, setting up the main design and construction contracts, and coordinating the setup of several support contracts, inspections, Native Plant Preservation Program (NPPP) salvage, etc.

Ben Fyock, Civil Engineer Manager and Robert Shay, GIS Analyst modeled the Interconnect to verify present and future flows to assure our design would accommodate needed capacity.

At the 30% design stage, the original Interconnect concept was driving up project costs to an estimated

Guaranteed Maximum Price (GMP) of \$34M. During a two-day value engineering session, several ideas were submitted that helped bring costs down to the final GMP of \$25.2M. Representing Pima County were John Warner, Deputy Director, Conveyance Division and John Munden, Civil Engineering Manager, Conveyance Division; Pete Mulvey, Civil Engineering Manager, Field Engineering; Francisco Duchicela, Civil Engineering Manager, and Bob Buecher, Civil Engineer (recently retired), Planning and Engineering; and representatives of Greely-Hansen/Parsons, Sundt/Kiewit, and Brown and Caldwell.

The value engineering that took place in this two-day session resulted in decreasing the cost of the concrete structures, minimizing changes in directions to reduce the amount of manholes needed for the project from the original 44 to 37, and bedding and backfill options to save material costs.

Glen Peterson, Civil Engineering Manager, Planning and Engineering (Capital Improvement Program) has been an important source of information and readily provided "lessons learned" from the recently completed Phase II of the Santa Cruz Interceptor Project. Glen's input facilitated the design, permitting and beginning installation of the Plant Interconnect.

Many thanks to those individuals whose contributions have made this project a great success.

Melody Burton Earns Bachelor's Degree

by Laura Hagen Fairbanks

Last month, I wrote about Andres Cano, a former RWRD summer youth worker and an extraordinary young person, who is entering college at the age of 17 with a multitude of accomplishments and achievements under his belt. This month, I am writing about an RWRD employee who for years has quietly excelled at her job while pursuing her bachelor's degree and shouldering the responsibilities of single parenthood. Although her story is very different than Andres' story, her accomplishments are no less extraordinary.

Melody Burton is a Specialized Office Support Supervisor for RWRD's Customer Service section. Her nearly 20-year career in Pima County began in December of 1989 at the Pima County Animal Care Center (formerly known as Animal Control). She came to RWRD in 1992 and worked in receptionist positions on the seventh floor of the Public Works Building (PWB), at the Roger Road WRF, at the Ina Road WRF and on the eighth floor of the PWB. In 1994, Melody worked briefly in the Finance Department and then returned to RWRD in 1995 when she took a promotion to work in the Customer Service section. In 2001, she was promoted to a supervisory position with Customer Service.

In her current position, Melody oversees the day-to-day work of Customer Service staff and troubleshoots the ACCESS database whenever issues arise. Melody also supports the Customer Service Manager and handles many of her responsibilities in her absence. She has taken the initiative to look at the Tucson Water Department's "Water Only" accounts and cross checks those accounts against old records to determine if there are customers who are receiving "free" sewer service. Many properties in Pima County were never charged a connection fee and therefore are not in our database to receive sewer user bills. Her ongoing efforts resulted in the additional collection of approximately \$50,000 in revenue annually. Melody also takes calls from customers who are confused by or have complaints about their sewer bills.

Melody has a knack for explaining how sewer user bills are calculated and can talk customers through the calculations with ease. As those of us who are "math phobics" will tell you, this is a skill that is greatly appreciated. Melody enjoys explaining mathematical calculations to customers; in fact she says her ideal job would be to teach college math.

Melody, who graduated high school in 1984 notes, "In my senior year I took calculus and physics. I did want to go to college, and thought about majoring in computer science or math; but instead, I got married when I was 19 and had my first child when I was 20. My husband was in the service and we moved to Germany; I had my second child when I was 23." Melody returned to the US in 1989 and was working full time for Pima County by December of that year.

Melody returned to the US before her husband left Germany, and her early return marked the beginning of a separation and eventual divorce.

Shortly after arriving in Tucson, Melody began to realize that her older son was not meeting development milestones. She soon found herself dealing with the problems that many parents with special needs children must handle. Melody describes the challenges presented by having to take a child to speech therapy two to three times a week while holding down a brand new job in the pre-FMLA era. Melody worked through all those challenges to assure her son received the necessary treatments.

Despite their divorce, Melody and her ex-husband were a united front when it came to advocating for educational and state services for their son. Today, her son is 23, and although he continues to face challenges in adulthood, he helps Melody with the childcare of her two younger sons now ages five and six. Melody is extremely proud of her two older sons; both are working and her second son who is now 20 is a student at Pima Community College (PCC).

After high school, Melody occasionally took a college class, but in 2004, she decided to return to school full time. "At first I just took classes that were interesting to me, but then I got serious and started taking classes I needed for my degree. That's why it took five years to complete it," said Melody. By this time, Melody had added to her family after giving birth in 2002 and again in 2003; she was now a mother of four. In addition to working full time, Melody took evening classes, weekend classes, winter break classes and summer classes. She earned an Associate of Science degree in 2007, and then on May 9, 2009, at the age of 43, Melody graduated with a BSBA-Management degree from Northern Arizona University (NAU). Melody earned her NAU degree locally through a program in which NAU and PCC partner to offer NAU degree programs through PCC.

Melody wants to continue her education and pursue a Master's Degree. She decided to take this summer off and is considering taking the fall semester off as well. After working full time and going to school full time for five years with no breaks, the idea of some time off is appealing. However, Melody's ultimate goal is to earn a PhD and to teach math or computer science at the college level. She learned that she has a knack for teaching when she tutored ten of her classmates in her Computer Information Systems class.

Melody is an inspiration to anyone who did not go to college directly after high school. In spite of being a single parent of four and working full time, Melody was able to achieve a dream she has held since she was a teenager. We wish her the best of luck in achieving her ongoing dreams of earning both her Master's and PhD degrees!



Melody Burton, Specialized Office Support Supervisor

Ilene Deckard Retires

by Laura Hagen Fairbanks

After 21 years of service to RWRD, Ilene Deckard has retired. As a Senior Civil Engineer Assistant, Ilene's job was varied. She was the "go-to" person if you weren't sure where to go or what to do next. Ilene knew the system inside out and had an uncanny knack for remembering those situations with quirky circumstances. If I had a question that needed to be answered by anyone in her area, I always went to her first.

Although she held a number of positions over the years, she described her most recent role as "Traffic Director." Ilene assured that documents and paper work were completed properly and that they were distributed through the system correctly. Ilene could research and troubleshoot any situation that required clarification or additional information. She understood the requirements for the placement of public sewers and pump stations. She knew how to permit new House Connection Sewers (HCSs) or the addition of new plumbing fixtures in existing structures. She worked with our customers to facilitate joint use agreements between multiple property owners, and helped to facilitate easement preparations and trouble shoot easement encroachments. She was a stickler for making sure that things in the field were done right.

Those who had interactions with her never forgot her; Ilene is a force of nature. Her strong work ethic was unparalleled, and although she butted heads with a variety of people over the course of her career, she always had the best interest of the department and the community at heart.

Customers who stretched the truth or misspoke about the circumstance surrounding their projects would regret it if Ilene caught them in "little white lies." She had no tolerance for those who tried to manipulate the system and would let them know in no uncertain terms that they had to live up to their responsibilities and pay the fees owed the department.

She fiercely believed in the importance of the work performed by RWRD and worked tirelessly to assure that needed funding was generated. She was tenacious about collecting fees owed to the department, and over the course of her career, Ilene was responsible for collecting millions of dollars that might not have been collected if not for her tenacity and determination. She took extreme pleasure in finding and collecting unpaid connection fees.

Ilene worked hard to foster her reputation as a smart, tough-minded woman who you did not want to mess with. And while this reputation was well-deserved, those of us who know her on a more

personal level were well aware of Ilene's kind heart and concern for those in truly desperate circumstances. When situations of real need arose, Ilene would go to bat for those who needed help. Whether it was arranging for connection fee payments - which created more work for Ilene and is allowed only in the rarest of circumstances - or getting "creative" in finding a way to meet someone's needs, Ilene knew the system well enough to provide assistance while staying legal.

I became involved in a situation in which an elderly man needed to install a wheel chair accessible shower for his wife who had suffered a stroke. His connection fee for a new bathroom would have been thousands of dollars. He could not afford to pay it; nonetheless, he desperately needed to add an accessible shower and toilet. Ilene's understanding of the situation and the ordinances governing the department resulted in a very creative (yet legal) way for the gentleman to get his accessible shower and toilet without having to come up with money he did not have.

Ilene is fiercely loyal; she admired and had great respect for former director George A. Brinsko, and proudly displayed his photo above her desk. Her warm feelings for the department and the work we perform were represented on the opposite wall where she hung a clock fashioned in the shape of a toilet bowl lid.

She was proud to be employed by RWRD.

Ilene leaves her 21 years of service and irreplaceable institutional memory behind in order to move to her ranch located outside of Wilcox. Ilene is from Iowa and grew up on a farm. She returned to those roots in 2003 when she and her husband Harley purchased a 160-acre ranch. She has been a "weekend rancher" for a few years and is looking forward to devoting more time to tending to her 42 head of cattle, 16 pigs (including 13 piglets) and three horses. She is also cultivating fruit trees.

In her spare time, Ilene plans to do volunteer work at a non-profit book store that donates all proceeds to the public library. She also hopes to spend time with her twelve year old granddaughter, Sage, who will continue to live in Tucson. Sage has been the light of Ilene's life since her birth, and although Ilene will be farther away from Sage, there is no doubt in my mind that she will continue to be an important part of Sage's life.

RWRD wishes Ilene the very best in her retirement. I will miss being able to go to her for an immediate answer to my questions. I will miss being able to reminisce about "the old times," and most importantly, I will miss Ilene's unique ability to cut to the chase, see the larger picture, and get the job done.

Good luck Ilene. Enjoy your well-deserved retirement.



Ilene Deckard, Senior Civil Engineer Assistant

Paul Matty Retires

by Lorraine Simon



Paul Matty, Librarian

Paul Matty, the department librarian, retired on June 30, after 32 years of service to Pima County. He was initially hired by the Planning Department in 1975 as a contract employee and became full time in 1977. His position as a librarian was primarily to assist in the ongoing regional comprehensive plan process by conducting research for the planning staff,

organizing their materials into a library collection, and cataloging this information. The catalog allowed staff to search and access the collection of materials.

Paul was transferred to work in the Administrative Support Services Department in 1993, when it was centralized within the Public Works Department. In 1996, the Administrative Support Services Department was reorganized with part of the staff assigned to the Department of Transportation and the rest assigned to the Regional Wastewater Reclamation Department (RWRD). Paul had been with Wastewater ever since. He shared part of his time working in the Development Services Department (DSD), conducting research for staff on a number of county zoning code amendments for the Planning Division.

Paul has worked on several research projects during his time with the Regional Wastewater Reclamation Department (RWRD). Among some of the projects he worked on were: the history of sanitary sewers website content, the ownership of effluent in Pima County, and also the development of the RWRD library catalog.

Paul stated, "When I retire, I will miss working with all my fellow employees."

Paul was born in Buffalo, New York in 1942.

His retirement plans include volunteering his time to help with the community.

Some of Paul's coworkers shared their sentiments about what it was like to work with him.

"I want to thank Paul for all of the services he has provided to RWRD and Public Works staff over his 32 years of employment with the county. His dedication has been truly remarkable. I appreciate the work he has completed on the department's on-going automated library system project. I wish him the best in his new endeavor,"

Michelle Hamilton, Senior Administrative Services Manager and Paul's supervisor, RWRD.

"It has been my pleasure to work with Paul Matty for the past 15+ years. Whether across the counter, by telephone or via email, Paul was the ONLY county staffer to be conscientious enough to review his department's submission for the Pima County Code at every

publication to ensure it was accurate. There have been many times over the years that a constituent would be in our office conducting research that I would confidently refer the person to Paul to get the correct answer or to be steered in the right direction. He has always been willing to provide assistance. His historical memory and record keeping skills are going to be irreplaceable assets to Pima County. Happy Trails Paul," **Robin Brigode, Deputy Pima County Clerk of the Board.**

"Paul will be truly missed for his sense of humor and friendliness. He has made a lasting impression on many of us here in Development Services. Paul is always willing to assist anyone when asked for help. Whether it's looking for a file, newspaper clippings or providing the most updated ordinance. He has so much knowledge. You can ask him almost anything and he can provide you with the facts. Paul has always had a wonderful and unique personality. Best wishes on your retirement," **Olivia Cañez, Senior Administrative Support Specialist, DSD.**

"Paul is a great historian and resource for anything involving Pima County. His breadth of knowledge is seemingly endless. The county is losing an incredible asset, but I wish Paul the best in whatever future endeavors he pursues," **Carmine DeBonis Jr., DSD.**

"Many, many years ago I began working with Paul on the publications of the Pima County Code. To this day, I am amazed at his unfaltering dedication to provide an accurate product. Whether there was a missing comma, a misspelled word or a simple smudge on the page, Paul would find it. His attention to detail sets him apart from others. Thank you for the outstanding job you have done. Truly, the Pima County Code will never be the same without you, Paul. Best wishes and congratulations on your retirement," **Lori Godoshian, Clerk of the Board.**

"Paul is a walking, talking wealth of information. His ability to research is second to nobody. He loves what he does, and it shines through in his helpful nature. Paul has assisted in just about every Planning Division's major success I have personally witnessed over the past 10 years, and he has been assisting long before I worked with him. In addition to his professionalism, he is genuinely kind and has a great sense of humor. He will be missed and we wish him the best on his retirement," **Chris Poirer, Assistant Planning Director, DSD.**

"Paul has influenced me both professionally and personally. He has been an encyclopedia of knowledge in librarianship and wastewater resources. He has freely shared this knowledge, and I am a better librarian because of his generosity. He has been just as generous with his friendship, he is a most thoughtful and gracious person and always has a kind thought or word in every situation. I have enjoyed our professional relationship and hope it can continue, for there is so much more he can teach me. There is no uncertainty about the extension of our personal relationship, for when you befriend Paul. I believe you have made a friend for life. I appreciate his shared wisdom, his kindness, and his companionship. I truly am thankful to know him," **John Walsh, Librarian II, RWRD.**

A well-attended retirement party was held in his honor on the eighth floor of the Public Works Building on June 30. Staff from RWRD, Development Services, and other Public Works departments were present to say goodbye to Paul. We will all miss Paul and wish him well in his retirement.

E-RAP on the Spot Awards

by Thom Nielsen

Listed below are RWRD employees nominated for the E-RAP, (Employee Recognition and Appreciation Program) "On the Spot" award. The intent of the "On the Spot" award is to acknowledge good work performed by RWRD employees in the areas of Customer Service, Leadership, Creative Thinking, Problem Solving, Fiscal Responsibility and Process Improvement. There are no restrictions placed on who can nominate whom.

Ray Baldwin, Utility Maintenance Worker III at Richey Road, was nominated by Dennis Froelich, System-wide Odor Management Team Leader, in the category of Problem Solving and Teamwork. Ray was called in to work over the Memorial Day weekend to deliver sodium hypochlorite to ensure the emergency overflow basin (EOB) at the Ina Road WRF could be deodorized. In the process, he worked around the obstacles of a locked gate, no one to offload the hypochlorite, and no one who knew how to operate the EOB sump pump. He was persistent in completing the tasks by problem solving and assisting coworkers with little direction and support in the field, and making certain the EOBs were properly cleaned out. Thank you for being a team player and the great work, Ray!!

Donald Helger (from Facilities Management) was nominated by Noel Ortiz for Outstanding Customer Service and Problem Solving. Donald needs to be commended for his attitude and dedication to his work. When our air conditioning at Field Engineering appeared to be broken, Donald chased the thermostat connection through the plenum, roof and walls at our building until he found the spot where the wire's insulation was broken and shorted out the circuit. Needless to say, due to the season, he was working alone because other personnel were taking care of other work orders and he managed this all by himself. But he didn't quit until he found the problem and fixed it. Thanks!

Kathy LaSure, Special Office Support Supervisor at Richey Road, was nominated by John Munden, Civil Engineering Manager, in the category of Leadership. Kathy wrote numerous Crystal Reports pertaining to the on-going litigation with Marana for the County Attorney's Office. She was given three weeks to execute these tasks, and completed them in one week. She demonstrated not only hard work, diligence and professionalism in completing these reports, but also exemplary time management skills in completing these tasks way ahead of schedule. This was amazing considering the number of Crystal Reports she had to write. She is the best!

Employee Birthdays

by Maggie Alvarez

Listed below are employees who have birthdays for the month of August:

Ray Baldwin Jr., Jeff Baze, Gary Blomstrom, David Bogguess, Leslie Butler, Aracely Camelot, Michael Carpenter, Phillip Carter, Gwen Chandler, Michael Conner, Terry Curley, Jackie Cutrell, Leon Davis, Joe Dietz, Jim Doyle, James Dubois, Richard Estok, Howard Fair II, Laura Fairbanks, Eugene Fernandez, Sandi Garrick, Gerald Garst, Robert Goebel, Judy Guidotti, Celina Heredia, Diana Hofsdal, Robert Huerta, Rose Hylton, Jeffrey Johnson, Martin Jones, Paul Jordan, Carlos Kamber, Bill Keith, Peter Kimble, G. Darrell Livingston Jr., Domingo Martinez, Ernesto Martinez, Henry Montero, Starla Newsom, Erik Nichols, Thom Nielsen, Keith Olson, Frederick Ortega, Teri Ourada, Nancy Powell, Glen Peterson, Manuel Quintero, Francis Riccaboni Jr., Luis Rodriguez, Tom Rogers, Maria Shugzda, Brian Swindle, Sandy Valdovin, Stanley Way, Michael Weber, Karen Wilson

Comings and Goings

by Daniel Brown

New Hires – None

Promotions – None

Retirements

Ilene Deckard

Senior Civil Engineering Assistant
Planning and Engineering

Luellen Lynch

Permit and Regulatory Compliance Coordinator
IWC

Paul Matty

Librarian
Administrative Services

Please submit your stories for the August edition to Lorraine.Simon@wwm.pima.gov, by **Monday, August 3**. If you will be submitting a photo, please send as a separate .jpg attachment.



**PIMA COUNTY
REGIONAL WASTEWATER
RECLAMATION DEPARTMENT**

2009 Pima County RWRD Security Scorecard
Final Draft Report

one facility scored better than a "C" grade. Other than the two WRFs that scored "A" grades, all facilities are encouraged to seek improvement in their security practices.

Table Exec-1. 2009 RWRD Security Scorecard Overall Grade

WRFs	Overall Grade	Office Facilities	Overall Grade
Arivaca Junction	A	Conveyance Division	B
Avra Valley	C	Field Engineering	B
Continental Ranch	B	IWC	B
Corona de Tucson	B	Outlying Facilities	B
Green Valley	B	Public Works 3 rd Floor*	B
Ina Road	B	Public Works 5 th Floor	B
Marana	B	Public Works 7 th Floor	C
Mt. Lemmon	C	Public Works 8 th Floor	B
Pima Co Fairgrounds	B		
Randolph	B		
Rillito Vista	A		
Roger Road	B		

* formerly Pioneer Bldg 4th Floor

A comparison of 2008 and 2009 Security Scorecard results is presented in Table Exec-2 below. The comparison reveals that there has been significant overall improvement of both the Offices and WRFs in terms of more facilities scoring higher. Evidence of this trend is apparent in the fact that none of the RWRD facilities scored an "I" and 90% of the facilities received an above average score of "B" or "A".

Table Exec-2. 2007/2008/2009 Security Scorecard Overall Grade Comparison

Overall Grade Received	Offices				WRFs			
	A	B	C	I	A	B	C	I
2007 Survey Results	0	0	2	6	0	0	0	2
2008 Survey Results	0	0	3	5	0	0	5	7
2009 Survey Results	0	7	1	0	2	8	2	0

Conclusions

There has been significant improvement in security from last year (2008) to this year (2009), but it appears that there is still more to be done to develop a consistent security culture within the Pima County RWRD. This can best be accomplished by development of uniform security policies and procedures for all groups within the Pima County RWRD, and development and implementation of a security education and training program.

There are also some physical security improvements that should be considered including better access control (i.e., card readers, proximity devices, automated gates, etc.), deterrents (i.e., fences, walls, barriers, etc.), detection/monitoring (i.e., cameras, motion sensors, door contact switches, etc.), and response (i.e., coordination with local law enforcement, incident reporting, etc.).

Recommendations

ABS Consulting's general recommendations for security improvement measures for the Department as a whole, the Offices, and the WRFs are listed below. Site specific