

Water and Sewer

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**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/WATER TREATMENT & DISTRIBUTION

PROGRAM DESCRIPTION: This program is responsible for assuring that safe and adequate water supplies are provided to users of the County water system. This is accomplished through a network of 20 wells, 19 water tanks, 410.8 miles of water distribution mains, 51.1 miles of service lines and 3,980 fire hydrants. Read in excess of 30,000 meters each month and maintain backflow preventer program.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	813,330	791,794	905,503	822,877
Operating Expenses	1,838,107	1,749,428	1,194,188	1,146,789
Capital Outlay	3,776,921	663,163	1,608,392	2,076,314
Other	166,268	446,885	880,974	926,640
Total	6,594,626	3,651,270	4,589,057	4,972,620

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	15	15	15	14
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	15	15	15	14

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Large meter testing & calibration program.
- Performed major maintenance and painting on 2 elevated water tanks (Paschel and Northgate).

PROGRAM GOAL: Provide safe, adequate and affordable water supplies to users of the County water system. Provide seamless addition of new water customers. Repair & Maintain Water Wells, Tanks, and Potable Water Booster Pump Stations. Maintain Backflow preventer program. Read in excess of 30,000 meters each month and perform all account turn on and turn offs. Maintain the highest standard as it relates to all facets of the customer service function including new service set up, billing and collections. Insure strict compliance with ALL Federal and State requirements through periodic sample testing and constant monitoring.

KEY OBJECTIVES:

1. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
2. Preserve and protect infrastructure to provide quality of service to customers.
3. Maintain and extend the useful life and utility of County facilities.
4. Reduce overall per capita consumption through the promotion and utilization of conservation techniques.
5. Ensure the preservation and safe operation of all work related equipment.
6. Assure water meets all applicable State and Federal drinking water standards.
7. Assure system is operated in such a fashion as to meet peak loads in all service areas.

The following projects are planned for FY2012:

- Garniers Service Area Water Main Replacement (design & construction) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system by replacing aging infrastructure.
- Sylvania Heights Water System Improvements (construction completion) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Eglin Taxiway H Water Main (construction) – assist Eglin by installing a water main and fire hydrants in order to loop the water system and provide fire protection along the runway/taxiway.
- Future Water Supply (planning) – continue with Implementation Plan to ensure the sustainability of a safe, reliable, and adequate water supply in the future, with efforts focused along the Shoal River for an offline reservoir. There is no money in the budget for this project, although we hope to obtain grants and partner with the Water Management District, the U.S. Army Corps of Engineers, and Eglin AFB.
- Planned Major maintenance and painting of 2 elevated water tanks. (South Ave. & Airport)
- Upgrade chlorination Equipment from gas (potentially dangerous) to liquid (safe) at public water supply wells.

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
Input	Volume of water processed (millions of gallons)	2,683	2,700	2,725
Efficiency	Number of Backflow Preventers / Number of Testers	1900 / 1	1900 / 1	1900 / 1
	Number of Meters Read / Number of Meter Readers	36,400 / 8	36,400 / 8	36,400 / 7
	Number of Wells / Number of Water Operators	20 / 3	20 / 3	20 / 3
	Number of Tanks / Number of Water Operators	19 / 3	19 / 3	19 / 3
	Cost per gallon of water processed	0.0038	0.0040	0.0037
Effectiveness	Total square miles of service area	71.5	71.5	71.5

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**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/WASTEWATER COLLECTION, TREATMENT & DISPOSAL

PROGRAM DESCRIPTION: This program is responsible for protecting the public health through the provision of sanitary sewers for wastewater collection, treatment plants, and effluent disposal. It is responsible for protecting the environment by preventing the introduction of pathogens and excess nutrients into the ground and surface waters.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	1,735,104	1,689,161	1,931,740	1,763,307
Operating Expenses	3,921,296	3,732,112	2,547,601	2,457,405
Capital Outlay	8,057,431	1,414,748	3,431,237	4,449,244
Other	354,705	953,353	1,879,411	1,985,660
Total	14,068,535	7,789,375	9,789,989	10,665,617

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	36	36	32	30
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	36	36	32	30

MAJOR ACCOMPLISHMENTS LAST YEAR:

- 7SFG Force Main and Lift Station – providing sewer service to U.S. Army’s 7th Special Forces Group via a master pump station at the site and approximately 17 miles of piping.
- Maintained 24/7 standby coverage on all program components, Lift Stations / Water Wells.
- Hauled Biosolids from all 3 plants off site to be used as fertilizer.

- Complied with FDEP permits on all 3 plants.
- Maintained 144 Lift Stations in our collection system.
- Maintained 225 acres of RIBs for effluent disposal at the Arbennie facility.
- Operate and Maintained Public Access Reuse System for the City FWB.
- Implement Pretreatment Program for Industrial Users.
- Operate and Maintain State Certified Lab at Arbennie facility.

PROGRAM GOAL: Protect public health by providing sanitary sewers for wastewater collection, treatment plants, and effluent disposal. Provide seamless addition of new sewer customers. Repair and maintain 144 sewage pump stations, 3 sewage treatment plants and all other portions of the infrastructure. Maintain the highest standard as it relates to all facets of the customer service function including new service set up, billing and collections. Insure strict compliance with ALL Federal and State requirements through periodic sample testing and constant monitoring.

KEY OBJECTIVES:

1. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
2. Preserve and protect infrastructure to provide quality of service to customers.
3. Maintain and extend the useful life and utility of County facilities.
4. Ensure the preservation and safe operation of all work related equipment.
5. Provide adequate collection lines and treatment facilities to provide capacity for 85 GPD per capita.
6. Meet or exceed State and Federal wastewater treatment standards
7. Protect ground and surface waters through provision of consistent high quality wastewater treatment.

The following projects are planned for FY2012:

- Garnier’s Wastewater Treatment Plant Demolition. (Underway in FY2011)
- Clifford Street Lift Station Improvements (construction) – replace pumps, wet well, and electrical equipment for one of our largest and oldest sewer lift stations. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Rocky Bayou Force Main (construction) – replace an aging 14” sewer force main transmitting all flow from the East County Service Area (Bluewater Bay) to the NVOC Regional Sewer Plant. Project would also eliminate the Post Office Lift Station.
- Main Island Lift Station (design & construction) – a new lift station is needed to replace the lift station servicing all of Okaloosa Island. This lift station is approximately 30 years old, is in very poor condition and badly needs replacement.

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
Input	Total Wastewater treated (millions of gallons)	2,310	2,400	2,425
	Total number of trouble call outs	457	475	500
Output	Dry Tons of Sludge Hauled	978.5	1500	1900
	Total number of pumps pulled	35	32	35
Efficiency	Total number of wastewater operators (3 plants)	15	15	14
	Cost per gallon of waste water treated	0.0067	0.0067	0.0062
Effectiveness	Total square miles of service area	27.1	27.1	27.1
	Total Public Access reuse water (millions of gallons)	110	110	110
	Total Number of Loads Sand/Grit to Landfill.	10	16	20

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**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/ENGINEERING

PROGRAM DESCRIPTION: To provide service to the department and public in the area of engineering services for design, inspection, development review and acceptance, and to offer assistance to the public and staff relating to information regarding the operation of Okaloosa County Water & Sewer.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	596,442	580,649	664,036	646,546
Operating Expenses	1,347,945	1,282,914	875,738	901,049
Capital Outlay	2,769,742	486,320	1,179,488	1,631,390
Other	121,930	327,716	646,046	728,075
Total	4,836,059	2,677,598	3,365,308	3,907,060

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	12	12	11	11
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	12	12	11	11

MAJOR ACCOMPLISHMENTS LAST YEAR:

- 7SFG Force Main and Lift Station – providing sewer service to U.S. Army’s 7th Special Forces Group via a master pump station at the site and approximately 17 miles of piping.
- Ft. Walton Beach Connections Project – with the Wastewater Service Interlocal Agreement between Okaloosa County and the City of Ft. Walton Beach, OCWS is now providing treatment and disposal of the City’s wastewater and supplying reclaimed water to the City’s golf course.

- Sylvania Heights Water System Improvements (design complete & construction underway) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Clifford Street Lift Station Improvements (design) – replace pumps, wet well, and electrical equipment for one of our largest and oldest sewer lift stations. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Rocky Bayou Force Main (design) – replace an aging 14” sewer force main transmitting all flow from the East County Service Area (Bluewater Bay) to the NVOC Regional Sewer Plant. Project will also eliminate the Post Office Lift Station.
- Fairchild Road Force Main and Lift Station (construction) – sewer collection system extension to Bob Sikes WRF.
- Hurlburt Field TPWES Force Main (design & construction) – provide sewer service to the new Hurlburt Transportable-Plasma-Waste-to-Energy-System.
- Eglin Santa Rosa Island Water Main Repairs (design & construction) – repair existing water main between Sites A-15 and A-17.

PROGRAM GOAL: When land development projects are submitted, complete the review and issue comments within 15 business days. Begin new construction inspections within 48 hours of notification. With regards to underground utility mapping and as-built drawings, complete the work in the Garnier’s Service Area (Ft. Walton Beach unincorporated) and County West Service Area (Hwy 98 West). Continue to support OCWS projects in the Capital Improvement Plan by surveying, designing, permitting, and inspections as needed. Ensure accurate as-built construction plans are recorded for each completed project.

KEY OBJECTIVES:

The primary mission of OCWS Engineering is to design, review, permit, and inspect new construction, either for land development projects or OCWS construction projects for the water and sewer system that benefit our customers. OCWS Engineering also provides surveying and project management services for OCWS in-house construction projects. The primary deliverables of OCWS Engineering are approved construction plans and as-built construction plans. The following are key objectives:

1. To assure all development serviced by the system meets accepted standard specifications.
2. Provide engineering support to assure that the system meets its operation and maintenance standards.
3. Advise the director and senior managers regarding engineering and design services.
4. To increase the search for relationships that will result in the consolidation of potable water supply as well as wastewater treatment and disposal services.

The following projects are planned for FY2012:

- Garnier’s Wastewater Treatment Plant Demolition (underway in FY2011)
- NVOC Regional Sewer Plant (design & construction) – upgrade plant for nutrient removal and construction of Rapid Infiltration Basins (RIBs) for effluent disposal.
- Clifford Street Lift Station Improvements (construction) – replace pumps, wet well, and electrical equipment for one of our largest and oldest sewer lift stations. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Garniers Service Area Water Main Replacement (design & construction) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system by replacing aging infrastructure.
- Eglin Taxiway H Water Main (construction) – assist Eglin by installing a water main and fire hydrants in order to loop the water system and provide fire protection along the runway/taxiway.

- Rocky Bayou Force Main (construction) – replace an aging 14” sewer force main transmitting all flow from the East County Service Area (Bluewater Bay) to the NVOC Regional Sewer Plant. Project would also eliminate the Post Office Lift Station.
- Main Island Lift Station (design & construction) – a new lift station is needed to replace the lift station servicing all of Okaloosa Island. This lift station is approximate 30 years old, is in very poor condition and badly needs replacement.
- Future Water Supply (planning) – continue with Implementation Plan to ensure the sustainability of a safe, reliable, and adequate water supply in the future, with efforts focused along the Shoal River for an offline reservoir. There is no money in the budget for this project, although we hope to obtain grants and partner with the Water Management District, the U.S. Army Corps of Engineers, and Eglin AFB.

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
Input	Land development projects submitted for review	17	14	14
	Land development construction projects commenced	4	4	4
	Number of new sewer taps (2010 includes 7SFG)	105	38	38
	Number of new water taps	148	40	40
Output	Dollar value - new sewer taps (2010 includes 7SFG)	\$3,355,072	\$132,609	\$132,000
	Dollar value - new water taps	\$134,265	\$46,244	\$46,000
	State permits obtained for in-house projects	6	10	10

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**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/UTILITIES OPERATIONS

PROGRAM DESCRIPTION: This program is responsible for providing support services to the OCWS in-house construction team and the buildings and facilities within the fund. This includes carpentry, masonry, painting, maintenance, janitorial services and landscaping.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	325,332	316,718	362,201	293,885
Operating Expenses	735,243	699,771	477,675	409,568
Capital Outlay	1,510,768	265,265	643,357	741,541
Other	66,507	178,755	352,390	330,943
Total	2,637,851	1,460,509	1,835,623	1,775,937

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	6	6	6	5
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	6	6	6	5

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Completed an in-house Water Tank Painting project (Seashore number 4 Tank, 1 million gallon ground storage tank). Estimated to have saved \$150,000.00.
- Assisted with all major water & sewer projects.

PROGRAM GOAL: To provide timely and efficient operational support to the water and sewer enterprise fund. To maintain clean and safe facilities for both staff and the public. Repair and care for the infrastructure of water & sewer buildings, facilities and grounds.

KEY OBJECTIVES:

1. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
2. Preserve and protect infrastructure to provide quality of service to customers.
3. Maintain and extend the useful life and utility of County facilities.
4. Ensure the preservation and safe operation of all work related equipment.

The following projects are planned for FY2012:

- Continue to assist & support in all projects listed throughout the entire department.

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
Efficiency	Number of work orders responded to (facilities)	31	45	60
	Number of work orders responded to (construction)	31	45	60
	Number of work orders responded to (repair)	30	51	60

**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/WATER & SEWER CONSTRUCTION

PROGRAM DESCRIPTION: This program is responsible for tying all new construction into the system. It routinely installs new water & sewer lines to upgrade or extend service. Has the capability to perform other construction activities as required.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	596,442	580,649	664,036	646,546
Operating Expenses	1,347,945	1,282,914	875,738	901,049
Capital Outlay	2,769,742	486,320	1,179,488	1,631,390
Other	121,930	327,716	646,046	728,075
Total	4,836,059	2,677,598	3,365,308	3,907,060

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	11	11	11	11
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	11	11	11	11

MAJOR ACCOMPLISHMENTS LAST YEAR:

- 7SFG Force Main and Lift Station – providing sewer service to U.S. Army’s 7th Special Forces Group via a master pump station at the site and approximately 17 miles of piping.
- Ft. Walton Beach Connections Project – with the Wastewater Service Interlocal Agreement between Okaloosa County and the City of Ft. Walton Beach, OCWS is now providing treatment and disposal of the City’s wastewater and supplying reclaimed water to the City’s golf course.

- Sylvania Heights Water System Improvements (design complete & construction underway) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Fairchild Road Force Main and Lift Station (construction) – sewer collection system extension to Bob Sikes WRF.
- Hurlburt Field TPWES Force Main (design & construction) – provide sewer service to the new Hurlburt Transportable-Plasma-Waste-to-Energy-System.
- Eglin Santa Rosa Island Water Main Repairs (design & construction) – repair existing water main between Sites A-15 and A-17.

PROGRAM GOAL: To execute all construction activities in a professional and economical fashion while maintaining the highest level of quality in all work performed. Consider the effect of all projects on the environment and proceed accordingly. Strive to do each project on time every time.

KEY OBJECTIVES:

1. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
2. Install new infrastructure to provide quality of service to customers.
3. Maintain and extend the useful life and utility of County facilities.
4. Ensure the preservation and safe operation of all work related equipment.
5. Maximize the use of department capital funding by completing construction projects with in-house capabilities.
6. Tie new construction into the system in a timely fashion.
7. To increase the utilization of “in house” resources for maximum cost savings, flexibility and timely completion of internal projects as well as to attract new clients to our customer base.

The following projects are planned for FY2012:

- Garnier’s Wastewater Treatment Plant Demolition (underway in FY2011)
- NVOC Regional Sewer Plant (design & construction) – upgrade plant for nutrient removal and construction of Rapid Infiltration Basins (RIBs) for effluent disposal.
- Clifford Street Lift Station Improvements (construction) – replace pumps, wet well, and electrical equipment for one of our largest and oldest sewer lift stations. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Garniers Service Area Water Main Replacement (design & construction) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system by replacing aging infrastructure.
- Eglin Taxiway H Water Main (construction) – assist Eglin by installing a water main and fire hydrants in order to loop the water system and provide fire protection along the runway/taxiway.
- Rocky Bayou Force Main (construction) – replace an aging 14” sewer force main transmitting all flow from the East County Service Area (Bluewater Bay) to the NVOC Regional Sewer Plant. Project would also eliminate the Post Office Lift Station.
- Main Island Lift Station (design & construction) – a new lift station is needed to replace the lift station servicing all of Okaloosa Island. This lift station is approximate 30 years old, is in very poor condition and badly needs replacement.

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
Input	Footages/Miles of new mains and infrastructure	94,618/17.9	39,072/7.4	55,440/10.5
	Construction projects started/underway/completed (@ year end)	3/0/3	8/5/3	4/1/4
	Number of new sewer taps	105	38	38
	Number of new water taps	148	40	40
Output	Dollar value - new sewer taps (2010 includes 7SFG)	\$3,355,072	\$132,609	\$132,000
	Dollar value - new water taps	\$134,265	\$46,244	\$46,000

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**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/MAINTENANCE

PROGRAM DESCRIPTION: This program is responsible for the repair and maintenance of 410.8 miles of water distribution mains, 51.1 miles of service lines, 376.6 miles of sewer lines, 91.1 miles of service lines and 3,980 fire hydrants. It is a multi-discipline approach involving specialized crews.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	975,996	950,153	1,086,604	999,207
Operating Expenses	2,205,729	2,099,313	1,433,026	1,392,530
Capital Outlay	4,532,305	795,796	1,930,071	2,521,239
Other	199,521	536,262	1,057,169	1,125,207
Total	7,913,551	4,381,524	5,506,869	6,038,182

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	18	18	18	17
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	18	18	18	17

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Sylvania Heights Water System Improvements (design complete & construction underway) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Fairchild Road Force Main and Lift Station (construction) – sewer collection system extension to Bob Sikes WRF.

- Repaired all water main breaks.
- Repaired all sewer main breaks.
- Performed water & sewer taps.

PROGRAM GOAL: To be on call and ready to perform any repair to any facet of the Okaloosa County Water & Sewer Systems' service area at any time 24/7/365. To handle all projects undertaken in a professional manner with a minimal amount of service disruption to our customers.

KEY OBJECTIVES:

1. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
2. Preserve and protect infrastructure to provide quality of service to customers.
3. Maintain and extend the useful life and utility of County facilities.
4. Ensure the preservation and safe operation of all work related equipment.
5. To provide routine and preventative maintenance for the system.
6. To provide emergency response capabilities to prevent all but short term interruptions to service and prevent system losses or environmental damage.
7. To maintain and improve key components of the Water & Sewer infrastructure.

The following projects are planned for FY2012:

- Garnier's Wastewater Treatment Plant Demolition (underway in FY2011)
- Clifford Street Lift Station Improvements (construction) – replace pumps, wet well, and electrical equipment for one of our largest and oldest sewer lift stations. This project is fully funded by a Florida Department of Community Affairs - Community Development Block Grant.
- Garniers Service Area Water Main Replacement (design & construction) – provide new, larger water mains to the area and fire hydrants to provide increased fire protection and ensure the reliability of the system by replacing aging infrastructure.
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- Main Island Lift Station (design & construction) – a new lift station is needed to replace the lift station servicing all of Okaloosa Island. This lift station is approximate 30 years old, is in very poor condition and badly needs replacement.

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
Input	Miles of Sewer main / Maintenance Personnel	422.9/18	467.7/18	470/16
	Miles of Water main / Maintenance Personnel	460.2/18	461.9/18	465/16
	Number of new sewer taps	105	38	38
	Number of new water taps	148	40	40
Output	Dollar value - new sewer taps (2010 includes 7SFG)	\$3,355,072	\$132,609	\$132,000
	Dollar value - new water taps	\$134,265	\$46,244	\$46,000
Efficiency	Feet/Miles of sewer lines cleaned	134,297/25	137,500/26	140,000/26
Effectiveness	Number of main breaks repaired - Water	555	515	550
	Number of main breaks repaired - Sewer	288	376	450

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**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/ADMINISTRATION (I.T., CUSTOMER SERVICE, FINANCE & SUPPLY)

PROGRAM DESCRIPTION: This program is responsible for the administrative functions of the department. Responsibilities include accounting, billing, customer service, debt collection, IT, SCADA, logistics, project and maintenance costing, contract and grant administration, personnel functions, and budget administration.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	1,626,660	1,583,589	1,811,006	1,704,530
Operating Expenses	3,676,215	3,498,855	2,388,376	2,375,492
Capital Outlay	7,553,841	1,326,326	3,216,784	4,300,936
Other	332,537	893,770	1,761,949	1,919,472
Total	13,189,253	7,302,540	9,178,115	10,300,430

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	30	30	30	29
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	30	30	30	29

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Maintained an extremely low level of bad debt write offs (below 1% of revenue).
- Increased options for payment of water & sewer bills including on line and via the IVR (Integrated Voice Response) system. Including on line check payments.
- Continued to promote green options including e-billing and e-payments resulting in a reduction in the number of paper bills mailed each month.

- Online new service application now available saving time for our customers

PROGRAM GOAL: To provide the administrative support necessary to operate these “back office” services, including all OCWS purchasing and inventory. To provide excellent customer service to our rate payers through all available means, including face to face, via telephone or electronically. To also provide a high level of “internal customer service” as it relates to other departments within the water & sewer fund.

KEY OBJECTIVES:

1. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
2. Maintain and extend the useful life and utility of OCWS IT & SCADA infrastructure.
3. Reduce overall per capita consumption through the promotion and utilization of conservation techniques.
4. Ensure the preservation and safe operation of all work related equipment.
5. Provide accurate and timely customer billing.
6. Provide prompt and courteous customer service.
7. Provide all required computer support for the department.
8. Provide budgetary guidance and support to the department.
9. To increase the efficiency and coordination between payment postings and the update to the “cut off list”.
10. To decrease the total number of budgeted positions.
11. To increase awareness of conversation strategies and reduce energy costs throughout the department.
12. To maintain annual bad debt write offs at a level of less than 1% of yearly billings.

The following projects are planned for FY2012:

- Continue to inform customers about the tools available to do business with OCWS.
- Implement SCADA at additional locations (wells & lift stations).
- Implement bar coding system for logistics warehouse to streamline perpetual inventory counting and control (value in excess of \$1.5 million)

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
Efficiency	Bad debt written off as a % of annual billings	0.10%	0.75%	0.70%
	Water & Sewer accounts / Customer Service personnel	28,978 / 13	29,914 / 13	30,000 / 11
	Number of new accounts set up - Water	5,425	4,897	5,000
	Number of new accounts set up - Sewer	5,013	4,584	4,750
	Number of Cut offs processed	7,668	6,003	6,500
Effectiveness	Total Bills processed monthly – (in excess of)	30,000	30,000	30,000
	Average number of monthly e-bills sent	1,400	1,500	1,750

**BOARD OF COUNTY COMMISSIONERS
OKALOOSA COUNTY, FLORIDA**

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/LABORATORY

PROGRAM DESCRIPTION: This program is responsible for testing various water and wastewater samples to assure compliance with Federal and State regulatory requirements. These samples come from 3 wastewater treatment facilities and 39 monitoring wells.

REVENUE: The Water & Sewer enterprise fund receives all revenue through monthly customer billings, capacity expansion charges and related ancillary charges for use of both the Water and Sewer systems within the Okaloosa County service area. The funds customer base is currently in excess of 36,000 water service and 33,000 sewer service connections both residential and commercial.

EXPENDITURES:

Category	Expenditures		Budget	
	FY09 Actual \$	FY10 Actual \$	FY11 Original \$	FY12 Approved \$
Personal Services	271,110	263,931	301,834	293,885
Operating Expenses	612,702	583,143	398,063	409,568
Capital Outlay	1,258,974	221,054	536,131	741,541
Other	55,424	148,962	293,658	330,943
Total	2,198,210	1,217,090	1,529,686	1,775,937

HISTORICAL STAFFING SUMMARY:

Category	FY09	FY10	FY11	FY12
Full-time	5	5	5	5
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	5	5	5	5

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Performed a total of over 4,000 wastewater sample tests.
- Tested in excess of 1,800 water samples from monitoring wells.
- Completed both Bacteriology and Quality tests on County drinking water samples.
- Provided all required reports to DEP, EPA and NW Florida Water Management District.
- Performed numerous testing on an as needed basis (Outsourced, 7SFG, Leachate)

PROGRAM GOAL: Through the timely testing and reporting of water quality, ensure the public has a safe supply. Make certain that all treated wastewater meets all required standards prior to discharge from the plant. Provide the public with an annual report on the quality of the drinking water and how samples are tested and monitored

KEY OBJECTIVES:

1. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
2. Maintain and extend the useful life and utility of County facilities.
3. Ensure the preservation and safe operation of all work related equipment.
4. Carry out required State and Federal laboratory testing to assure water and wastewater meet proper standards.
5. Perform all tests required by law, regulation and design standards or contract with a laboratory capable of such tests at a cost efficient manner if needed.

The following projects are planned for FY2012:

- Perform all mandated wastewater sample tests.
- Test all required water samples from monitoring wells.
- Complete both Bacteriology and Quality tests on County drinking water samples.
- Provide all required reports to DEP, EPA and NW Florida Water Management District.
- Prepare and distribute annual CCR to the public

PERFORMANCE MEASURES:

Performance Measures		Actual FY09/10	Estimated FY10/11	Adopted FY11/12
	Annual lab tests performed / Lab personnel	4,000/5	4,000/5	4,000/5
	Annual lab tests performed / monitoring wells	1,848 / 39	1,848 / 39	1,848 / 39
	Number of lab tests on drinking water	2,714	2,714	2,714