

Water & Sewer

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

SERVICE AREA: PHYSICAL ENVIRONMENT

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

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, 462.0 miles of water distribution mains, 51.51 miles of water 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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	774,662	673,578	795,964	844,598
Operating Expenses	1,884,610	1,843,436	1,163,972	1,145,281
Capital Outlay	181,663	363,612	879,102	1,348,651
Debt Service	421,398	439,728	951,938	954,290
Reserves	0	0	1,728,512	1,992,951
Total	3,262,333	3,320,354	5,519,488	6,285,771

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
Full-time	15	14	14	14
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	15	14	14	14

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Continued large meter testing & calibration program.
- Performed major maintenance and painting on 2 elevated water tanks (East Island & Shalimar Annex).
- Del Cerro II Well (design) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.

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 FY2014:

- Del Cerro II Well (construction) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.
- Brooks Bridge Water Main Repair or Replacement (design & construction) – install a second water supply line to Okaloosa Island (or repair the broken bore, if at all possible), which would then serve as the primary water source to Okaloosa Island (and main on bridge would serve as backup).
- Newcastle Area Water System Improvements (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. This project is funded by a Florida Department of Economic Opportunity Community Development Block Grant.
- Bob Sikes Elevated Water Tank (design) – a second elevated water tank near the Bob Sikes Industrial Park would provide for increased storage, reliability, and redundancy for the potable water and fire suppression systems.
- 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. Partnering with the U.S. Army Corps of Engineers on a hydraulic water model of the entire water system. Seeking funding for land acquisition for property to serve the following purposes: future reservoir, future water treatment plant, watershed protection, and military buffering.
- Planned major maintenance and painting of 2 elevated water tanks (Countryview & Bluewater Bay).

PERFORMANCE MEASURES:

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Volume of water processed (millions of gallons)	2,282	2,443	2,443
Output				
Efficiency	Number of Backflow Preventers / # of Testers	2,200 / 1	2,200 / 1	2,200 / 1
	Number of Meters Read / # of Meter Readers	31,917 / 7	32,071 / 7	32,225 / 7
	Number of Wells / # of Water Operators	20 / 3	20 / 3	21 / 3
	Number of Tanks / # of Water Operators	19 / 3	19 / 3	19 / 3
	Cost per gallon of water processed	0.0051	0.0053	0.0064
Effectiveness	Total square miles of service area	71.5	71.5	71.5

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

SERVICE AREA: PHYSICAL ENVIRONMENT

DEPARTMENT/PROGRAM: WATER & SEWER ENTERPRISE FUND/WASTEWATER OPERATIONS (LIFT STATIONS & PLANTS)

PROGRAM DESCRIPTION: This program is responsible for protecting the public health through the provision of sanitary sewers for wastewater collection (lift stations), 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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	1,549,324	1,347,157	1,591,929	1,628,867
Operating Expenses	3,769,221	3,686,872	2,327,944	2,208,758
Capital Outlay	363,326	727,223	1,758,203	2,600,969
Debt Service	842,795	879,455	1,903,876	1,840,419
Reserves	0	0	3,457,024	3,843,549
Total	6,524,665	6,640,707	11,038,976	12,122,562

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
Full-time	36	30	28	28
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	36	30	28	28

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Main Island Lift Station (construction) – a new lift station was needed to replace the aging, failing, lift station servicing all of Okaloosa Island. This project provides greater capacity and reliability to the Island sewer system.
- Duke Field Force Main & Lift Station (construction) – provided sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the Niceville-Valparaiso Regional Sewer Plant.
- Maintained 24/7 standby coverage on all program components, Lift Stations / Water Wells.
- Transported biosolids from all 3 wastewater reclamation facilities (WRFs) off site to be used as fertilizer.
- Operated and maintained compliance with FDEP permits on all 3 WRFs.
- Maintained 144 Lift Stations in our collection system.
- Maintained 225 acres of RIBs for effluent disposal at the Arbennie Pritchett WRF.
- Operated and maintained Public Access Reuse System for the City of FWB.
- Implementation of Pretreatment Program for Industrial Users.
- Operated and maintained a State Certified Lab at the Arbennie Pritchett WRF.
- Maintain 48 stationary / portable generator sets
- Provided electronic/mechanical support on 19 potable water wells and 20 tanks
- Operations staff provides 24/7 customer service, monitors alarms & notifications for entire water & wastewater systems.

PROGRAM GOAL:

Protect public health by providing sanitary sewers for wastewater collection (lift stations), treatment plants, and effluent disposal. Provide seamless addition of new sewer customers. Repair and maintain 144 sewage lift stations, 3 water reclamation facilities (WRFs) 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 compliance 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.
8. Continue to ensure maximum efficiencies by utilizing the best operating practices.

The following projects are planned for FY2014:

- Eglin Main Force Mains & Lift Stations (design & construction) – provide sewer service to Eglin Main Base via 2 lift stations “inside the fence” and approximately 7 miles of piping. This project will divert all wastewater flows from Eglin proper to the Arbennie Pritchett WRF.
- Camp Rudder Force Main & Lift Station (design) – provide sewer service to Camp Rudder via 1 master lift station and approximately 8.6 miles of piping. This project will divert all wastewater flows from Camp Rudder to the Arbennie Pritchett WRF.

- Diversion of the OCWS portion of Sewer flow to Niceville-Valparaiso Regional Sewer Board Plant (Design & Construction) – Construct a new force main and pump station to divert OCWS sewer flow from NVRSB to the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area. The East County Repump Station is planned to be constructed in FY2014 and the East County Transmission Main (approx. 6.7 miles) is planned to be constructed in FY2015. Project will also eliminate Rocky Bayou Lift Station.
- Russell Stephenson WRF (design & construction) – replace/upgrade plant electrical system due to age and safety hazard.

PERFORMANCE MEASURES:

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Total Wastewater treated (millions of gallons)	2,241.50	2,375	2,400
	Total number of trouble call outs	907	921	940
Output	Dry Tons of Sludge Hauled	1,299.80	1,350	1,500
	Total number of pumps pulled	45	50	55
Efficiency	Total number of wastewater operators (3 plants)	13	13	12
	Cost per gallon of wastewater treated	0.0077	0.0081	0.0097
Effectiveness	Total square miles of service area	27.1	27.1	27.1
	Total Public Access reuse water (millions of gals.)	119.5	130	140
	Total Number of Loads Sand/Grit to Landfill.	14	20	30
	Interdepartmental project support (Airport, Road)	5	8	7

**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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	608,663	529,240	511,691	482,627
Operating Expenses	1,480,765	1,448,414	748,268	654,447
Capital Outlay	142,735	285,695	565,137	770,657
Debt Service	331,098	345,501	611,960	545,309
Reserves	0	0	1,111,186	1,138,829
Total	2,563,262	2,608,850	3,548,242	3,591,869

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
Full-time	12	11	9	9
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	12	11	9	9

MAJOR ACCOMPLISHMENTS LAST YEAR:

Provided engineering, surveying, permitting, inspection, and project management services for the following:

- Del Cerro II Well (design) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.
- Eglin Taxiway H Water Main (design) – assist Eglin by designing a water main and fire hydrants in order to loop the water system and provide fire protection along the runway/taxiway. Funded by Eglin AFB.
- 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. Partnered with the U.S. Army Corps of Engineers on a Water Supply Needs Analysis and a Pilot Water Treatment Plant.
- Main Island Lift Station (construction) – a new lift station was needed to replace the aging, failing, lift station servicing all of Okaloosa Island. This project provides greater capacity and reliability to the Island sewer system.
- Duke Field Force Main & Lift Station (construction) – provided sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Rocky Bayou Force Main (construction) – replaced an aging 14” sewer force main transmitting all flow from the East County Service Area (Bluewater Bay) to the NVOC Regional Sewer Plant. Project is part of a phased plan to eliminate the Post Office Lift Station and Rocky Bayou Lift Stations.
- Okaloosa Island Sanitary Sewer Rehab (construction) – installed a cured-in-place liner on terra cotta sewer to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Ft. Walton Beach 36” Force Main (design) – joint project with the City of Ft. Walton Beach to install a 36” ductile iron force main on Roberts Blvd. the Ft. Walton Beach Golf Course, and Denton Blvd. to replace 3 critical, aging force mains feeding the Arbennie Pritchett Water Reclamation Facility (WRF).
- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the Niceville-Valparaiso Regional Sewer Plant.
- Subsurface utility engineering (AKA mapping) was completed in the County West Service Area (Hwy 98 West) and the Mid-County Service Area (incorporated Crestview).

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 East County Service Area (Bluewater Bay area). 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 FY2014:

- Del Cerro II Well (construction) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.
- Brooks Bridge Water Main Repair or Replacement (design & construction) – install a second water supply line to Okaloosa Island (or repair the broken bore, if at all possible), which would then serve as the primary water source to Okaloosa Island (and main on bridge would serve as backup).
- Newcastle Area Water System Improvements (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. This project is funded by a Florida Department of Economic Opportunity Community Development Block Grant.
- Bob Sikes Elevated Water Tank (design) – a second elevated water tank near the Bob Sikes Industrial Park would provide for increased storage, reliability, and redundancy for the potable water and fire suppression systems.
- 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. Partnering with the U.S. Army Corps of Engineers on a hydraulic water model of the entire water system. Seeking funding for land acquisition for property to serve the following purposes: future reservoir, future water treatment plant, watershed protection, and military buffering.
- Ft. Walton Beach 36” Force Main (construction) – joint project with the City of Ft. Walton Beach to install a 36” ductile iron force main on Roberts Blvd., the Ft. Walton Beach Golf Course, and Denton Blvd. to replace 3 critical, aging force mains feeding the Arbennie Pritchett WRF.
- Eglin Main Force Mains & Lift Stations (design & construction) – provide sewer service to Eglin Main Base via 2 lift stations “inside the fence” and approximately 7 miles of piping. This project will divert all wastewater flows from Eglin proper to the Arbennie Pritchett WRF.
- Sanitary Sewer Rehab (construction) – install liners on terra cotta sewer pipes and aging manholes to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Poquito Bayou Water Main & Force Main Bores (design & construction) – replace the aging, deteriorated mains under Poquito Bayou with new directional bores.
- Camp Rudder Force Main & Lift Station (design) – provide sewer service to Camp Rudder via 1 master lift station and approximately 8.6 miles of piping. This project will divert all wastewater flows from Camp Rudder to the Arbennie Pritchett WRF.
- Diversion of the OCWS portion of Sewer flow to Niceville-Valparaiso Regional Sewer Board Plant (Design & Construction) – Construct a new force main and pump station to divert OCWS sewer flow from NVRSB to the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area. The East County Repump Station is planned to be constructed in FY2014 and the East County Transmission Main (approx. 6.7 miles) is planned to be constructed in FY2015. Project will also eliminate Rocky Bayou Lift Station.

PERFORMANCE MEASURES:

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Land development projects submitted for review	12	25	30
	Land development constr. projects commenced	10	20	25
	Number of new sewer taps	145	80	90
	Number of new water taps	188	110	120
Output	Dollar value - new sewer taps	\$453,996	\$400,000	\$400,000
	Dollar value - new water taps	\$156,291	\$160,000	\$150,000
	State Permits obtained for in house projects	10	16	16
Efficiency				
Effectiveness				

**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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	276,665	240,564	284,273	361,970
Operating Expenses	673,075	658,370	415,704	490,835
Capital Outlay	64,880	129,861	313,965	577,994
Debt Service	150,499	157,047	339,978	408,982
Reserves	0	0	617,326	854,123
Total	1,165,119	1,185,842	1,971,246	2,693,904

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
Full-time	6	5	5	6
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	6	5	5	6

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Constructed pole barn for electrical/supply equipment.
- Renovated/enclosed pole barn for pump equipment – now climate controlled.
- Remodeling of Oddfellow rental units.
- Assisted with all major water & sewer projects, in particular Main Island Lift Station.

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 FY2014:

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

PERFORMANCE MEASURES:

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Number of work orders responded to (facilities)	54	45	60
	Number of work orders responded to (constr.)	24	50	70
	Number of work orders responded to (repair)	134	125	150
Output				
Efficiency				
Effectiveness				

**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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	608,663	529,240	625,401	603,284
Operating Expenses	1,480,765	1,448,414	914,549	818,058
Capital Outlay	142,735	285,695	690,723	963,322
Debt Service	331,098	345,501	747,951	681,636
Reserves	0	0	1,358,116	1,423,537
Total	2,563,262	2,608,850	4,336,741	4,489,837

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
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:

- Del Cerro II Well (design) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.
- Eglin Taxiway H Water Main (design) – assist Eglin by designing a water main and fire hydrants in order to loop the water system and provide fire protection along the runway/taxiway. Funded by Eglin AFB.
- Main Island Lift Station (construction) – a new lift station was needed to replace the aging, failing, lift station servicing all of Okaloosa Island. This project provides greater capacity and reliability to the Island sewer system.
- Duke Field Force Main & Lift Station (construction) – provided sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Rocky Bayou Force Main (construction) – replaced an aging 14” sewer force main transmitting all flow from the East County Service Area (Bluewater Bay) to the NVOC Regional Sewer Plant. Project is part of a phased plan to eliminate the Post Office Lift Station and Rocky Bayou Lift Stations.
- Okaloosa Island Sanitary Sewer Rehab (construction) – installed a cured-in-place liner on terra cotta sewer to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Ft. Walton Beach 36” Force Main (design) – joint project with the City of Ft. Walton Beach to install a 36” ductile iron force main on Roberts Blvd. the Ft. Walton Beach Golf Course, and Denton Blvd. to replace 3 critical, aging force mains feeding the Arbennie Pritchett Water Reclamation Facility (WRF).
- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the Niceville-Valparaiso Regional Sewer Plant.

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 FY2014:

- Del Cerro II Well (construction) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.
- Brooks Bridge Water Main Repair or Replacement (design & construction) – install a second water supply line to Okaloosa Island (or repair the broken bore, if at all possible), which would then serve as the primary water source to Okaloosa Island (and main on bridge would serve as backup).
- Newcastle Area Water System Improvements (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. This project is funded by a Florida Department of Economic Opportunity Community Development Block Grant.

- Bob Sikes Elevated Water Tank (design) – a second elevated water tank near the Bob Sikes Industrial Park would provide for increased storage, reliability, and redundancy for the potable water and fire suppression systems.
- Ft. Walton Beach 36” Force Main (construction) – joint project with the City of Ft. Walton Beach to install a 36” ductile iron force main on Roberts Blvd., the Ft. Walton Beach Golf Course, and Denton Blvd. to replace 3 critical, aging force mains feeding the Arbennie Pritchett WRF.
- Eglin Main Force Mains & Lift Stations (design & construction) – provide sewer service to Eglin Main Base via 2 lift stations “inside the fence” and approximately 7 miles of piping. This project will divert all wastewater flows from Eglin proper to the Arbennie Pritchett WRF.
- Sanitary Sewer Rehab (construction) – install liners on terra cotta sewer pipes and aging manholes to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Poquito Bayou Water Main & Force Main Bores (design & construction) – replace the aging, deteriorated mains under Poquito Bayou with new directional bores.
- Camp Rudder Force Main & Lift Station (design) – provide sewer service to Camp Rudder via 1 master lift station and approximately 8.6 miles of piping. This project will divert all wastewater flows from Camp Rudder to the Arbennie Pritchett WRF.
- Diversion of the OCWS portion of Sewer flow to Niceville-Valparaiso Regional Sewer Board Plant (Design & Construction) – Construct a new force main and pump station to divert OCWS sewer flow from NVR SB to the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area. The East County Repump Station is planned to be constructed in FY2014 and the East County Transmission Main (approx. 6.7 miles) is planned to be constructed in FY2015. Project will also eliminate Rocky Bayou Lift Station.

PERFORMANCE MEASURES:

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Footages/Miles of new mains and infrastructure	56,400/10.7	51,000/9.7	58,000/11.0
	Construction projects started / completed (@ year end)	7/5	7/9	7/6
	Number of new sewer taps	145	80	90
	Number of new water taps	188	110	120
Output	Dollar value - new sewer taps	\$453,996	\$400,000	\$400,000
	Dollar value - new water taps	\$156,291	\$160,000	\$150,000
Efficiency				
Effectiveness				

**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 462.0 miles of water distribution mains, 51.51 miles of service lines, 431.8 miles of sewer mains, 91.4 miles of sewer 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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	940,661	817,917	966,528	1,025,583
Operating Expenses	2,288,455	2,238,458	1,413,395	1,390,700
Capital Outlay	220,591	441,528	1,067,480	1,637,647
Debt Service	511,696	533,956	1,155,925	1,158,781
Reserves	0	0	2,098,907	2,420,011
Total	3,961,404	4,031,859	6,702,235	7,632,722

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
Full-time	18	17	17	17
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	18	17	17	17

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Main Island Lift Station (construction) – a new lift station was needed to replace the aging, failing, lift station servicing all of Okaloosa Island. This project provides greater capacity and reliability to the Island sewer system.
- Duke Field Force Main & Lift Station (construction) – provided sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Rocky Bayou Force Main (construction) – replaced an aging 14” sewer force main transmitting all flow from the East County Service Area (Bluewater Bay) to the NVOC Regional Sewer Plant. Project is part of a phased plan to eliminate the Post Office Lift Station and Rocky Bayou Lift Stations.
- Okaloosa Island Sanitary Sewer Rehab (construction) – installed a cured-in-place liner on terra cotta sewer to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Ft. Walton Beach 36” Force Main (design) – joint project with the City of Ft. Walton Beach to install a 36” ductile iron force main on Roberts Blvd. the Ft. Walton Beach Golf Course, and Denton Blvd. to replace 3 critical, aging force mains feeding the Arbennie Pritchett Water Reclamation Facility (WRF).
- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the Niceville-Valparaiso Regional Sewer Plant.
- Developed a new Valve Exercise Program to improve efficiency.
- Repaired all water main breaks.
- Repaired all sewer main breaks.
- Performed water taps.
- Performed 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 FY2014:

- Brooks Bridge Water Main Repair or Replacement (design & construction) – install a second water supply line to Okaloosa Island (or repair the broken bore, if at all possible), which would then serve as the primary water source to Okaloosa Island (and main on bridge would serve as backup).
- Newcastle Area Water System Improvements (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. This project is funded by a Florida Department of Economic Opportunity Community Development Block Grant.
- Ft. Walton Beach 36” Force Main (construction) – joint project with the City of Ft. Walton Beach to install a 36” ductile iron force main on Roberts Blvd., the Ft. Walton Beach Golf Course, and Denton Blvd. to replace 3 critical, aging force mains feeding the Arbennie Pritchett WRF.

- Egin Main Force Mains & Lift Stations (design & construction) – provide sewer service to Egin Main Base via 2 lift stations “inside the fence” and approximately 7 miles of piping. This project will divert all wastewater flows from Egin proper to the Arbennie Pritchett WRF.
- Sanitary Sewer Rehab (construction) – install liners on terra cotta sewer pipes and aging manholes to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Poquito Bayou Water Main & Force Main Bores (design & construction) – replace the aging, deteriorated mains under Poquito Bayou with new directional bores.
- Camp Rudder Force Main & Lift Station (design) – provide sewer service to Camp Rudder via 1 master lift station and approximately 8.6 miles of piping. This project will divert all wastewater flows from Camp Rudder to the Arbennie Pritchett WRF.
- Diversion of the OCWS portion of Sewer flow to Niceville-Valparaiso Regional Sewer Board Plant (Design & Construction) – Construct a new force main and pump station to divert OCWS sewer flow from NVRSB to the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area. The East County Repump Station is planned to be constructed in FY2014 and the East County Transmission Main (approx. 6.7 miles) is planned to be constructed in FY2015. Project will also eliminate Rocky Bayou Lift Station.

PERFORMANCE MEASURES:

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Miles of Sewer main / Maintenance Personnel	431.8/8	441.3/8	451.6/8
	Miles of Water main / Maintenance Personnel	462.0/9	462.2/9	463.0/9
	Number of new sewer taps	145	80	90
	Number of new water taps	188	110	120
Output	Dollar value - new sewer taps	\$453,996	\$400,000	\$400,000
	Dollar value - new water taps	\$156,291	\$160,000	\$150,000
Efficiency	Feet/Miles of sewer lines cleaned	166,455/31.5	180,000/34.1	200,000/37.9
Effectiveness	Number of main breaks repaired - Water	714	810	880
	Number of main breaks repaired - Sewer	174	220	280
	Valves maintained	1,721	2,000	2,250

**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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	1,715,324	1,491,495	1,705,638	1,930,510
Operating Expenses	4,173,066	4,081,894	2,494,226	2,617,786
Capital Outlay	402,253	805,140	1,883,789	3,082,630
Debt Service	933,095	973,684	2,039,868	2,181,237
Reserves	0	0	3,703,954	4,555,317
Total	7,223,738	7,352,213	11,827,474	14,367,480

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
Full-time	30	29	30	31
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	30	29	30	31

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Maintained an extremely low level of bad debt write offs (below 1% of revenue).
- Continue to provide multiple 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.
- Update IVR system to new PCI compliant system providing increased security of customer credit card information.
- Installed virtual environment for Water & Sewer to replace out dated servers. Begin Green option that decreases the number of physical servers needed.

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 internet. To also provide a high level of “internal customer service” as it relates to other departments within the water & sewer fund.

KEY OBJECTIVES:

1. Replace equipment that is past its useful life to prevent wasted man hours and poor customer service due to equipment failures and time needed to repair the equipment.
2. Ensure budgetary, personnel, customer service and purchasing functions comply with County policies and procedures.
3. Maintain and extend the useful life and utility of OCWS IT & SCADA infrastructure.
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. Provide accurate and timely customer billing.
7. Provide prompt and courteous customer service.
8. Provide all required computer support for the department.
9. Provide budgetary guidance and support to the department.
10. To increase the efficiency and coordination between payment postings and the update to the “cut off list”.
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 FY2014:

- Continue to inform customers about all the tools available to do business with OCWS.
- Implement SCADA at additional locations (wells & lift stations).
- Improve SCADA communication through moving to IP based communication
- Enhance Fiber Coverage throughout county.
- Finalize implementation of bar coding system for logistics warehouse to streamline perpetual inventory counting and control (value in excess of \$1.5 million)
- Begin SCADA virtualization of existing servers – This is a green option that will ultimately reduce the number of servers from 10 to 3.
- Implement new SCADA PLC equipment which has decreased SCADA cost per site by 80% by modernizing and standardizing.
- Discontinue the outsourcing of offsite tape storage from a local vendor. Water & Sewer purchased a fire cabined and placed it at the Arbennie Pritchett WRF which now stores all backup tapes.

PERFORMANCE MEASURES:

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input				
Output				
Efficiency	Bad debt written off as a % of annual billings	0.60%	0.75%	0.75%
	Water & Sewer accounts / Customer Service personnel	29,400 / 13	29,960 / 12	30,100 / 12
	Number of new accounts set up - Water	8,039	8,100	8,000
	Number of new accounts set up - Sewer	6,950	5,981	6,000
	Number of Cut offs processed	7,091	7,932	8,200
Effectiveness	Total Bills processed monthly - in excess of	29,500	30,100	30,500
	Average number of monthly e-bills sent	3,000	3,362	3,500

**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	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	276,665	240,564	284,273	361,970
Operating Expenses	673,075	658,370	415,704	490,835
Capital Outlay	64,880	129,861	313,965	577,993
Debt Service	150,500	157,046	339,978	408,982
Reserves	0	0	617,326	854,123
Total	1,165,120	1,185,841	1,971,246	2,693,903

HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
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 4,500 wastewater sample tests.
- Tested in excess of 1200 water samples from monitoring wells.
- Completed in excess of 2000 tests in 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, 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 FY2014:

- 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 FY11/12	Estimated FY12/13	Adopted FY13/14
Input				
Output				
Efficiency	Annual lab tests performed / Lab personnel	4,500 / 5	> 4,000 / 5	> 4,000 / 5
	Annual lab tests performed / monitoring wells	1,240 / 39	1,240 / 39	1,240 / 39
	Number of lab tests on drinking water	2,006	2,121	> 2,000
Effectiveness				