

UTILITIES

CORE SERVICES DESCRIPTION:

Administration Division: plans, organizes, and directs departmental activity to ensure service of current and anticipated water, wastewater, and reuse water needs of the City and extended service areas.

Customer Service Section: provides prompt and courteous service to Palm Bay citizens, residents, and businesses in person, by email, or by phone. Monthly bills, late notices, and collection efforts are also handled.

Business Operations Division: coordinates the development of financial and operating plans and performance standards for the department to ensure compatibility with departmental assumptions, plans, and objectives.

Engineering & Construction Division: provides technical guidance, engineering services, inspection, and project coordination for water, sewer, and reclaimed utility projects.

Maintenance Section: supports the treatment plants by providing maintenance of facilities and equipment along with supplying laboratory data, reporting, and monitoring of industrial users.

Field Service Section: responsible for collecting monthly meter readings and service connection/termination functions.

Integrated Systems Management Section: responsible for the implementation and the management of multiple programs with its goal of improving efficiencies in the utilities department.

Laboratory Section: supports the treatment plants and water distribution system by providing required regulatory sample analysis and maintain the National Environmental Laboratory Assurance Program (NELAP) certification.

Water Distribution Division: operates and maintains the raw water mains, water distribution and transmission mains, fire hydrants, and all related equipment.

Water Plant South Regional Division: produces and supplies up to 4 million gallons of potable water per day through the reverse osmosis process.

Water Plant North Regional Division: produces and supplies up to 10 million gallons of potable water per day through the lime softening process.

Wastewater Collections Division: operates and maintains the lift stations, gravity sewer and force main system and components, as well as facilitating measures to reduce infiltrations in the system.

Wastewater Plant North Regional Division: treats up to 5.2 million gallons of wastewater per day. Also provides 1.2 million gallons per day of reusable water.

FY 17 ACHIEVEMENTS:

ACHIEVEMENTS	STRATEGIC INITIATIVES
Achieved 99.7% accuracy in warehouse close out.	Basic Municipal Service Delivery
Obtained ISO 14001:2015 standard for Utilities' Emergency Management Sysyem	Basic Municipal Service Delivery
Completed the replacement of the deep injection well pumps and the rehabilitation of its apparatus	Basic Municipal Service Delivery
North Regional Waste Water Treatment Plant SCADA system has been completed upgraded which includes software and hardware.	Basic Municipal Service Delivery
North Regional Water Treatment Plant lime slurry and polymer system has replaced with completely new system tied into SCADA.	Basic Municipal Service Delivery
South Regional Water Treatment Plant low and high service pumps have been upgraded to Variable Frequency Drive (VFD) pumps.	Basic Municipal Service Delivery
Fire hydrant maintenance program achieved 861 completed of a total of 2889 system wide hydrants.	Basic Municipal Service Delivery
Worked with 9 elementary and middle schools in Palm Bay on water conservation awareness and education. The City has distributed over 150 water conservation kits to Brevard Aging Matters and all PBUD customers in 2017.	City's Role in Social Services

FY 18 OBJECTIVES:

OBJECTIVES	STRATEGIC INITIATIVES
Design of South Regional Water Reclamation completion and advertised for bids	Basic Municipal Service Delivery
Completion of the North Regional Water Treatment Plant upgrades at the filter units and SCADA system	Basic Municipal Service Delivery
Fiscal review of Utilities' finances with the assistance of the procured rate consultant.	City's Relationship with Citizens
Completion of the Utilities' water and wastewater master plan.	Communicating, Messaging and Identity
Address the odor issues related at the North Regional Waste Water Treatment Plant.	Basic Municipal Service Delivery
Begin the pipe assessment program of the City's water mains and gravity sewers.	Basic Municipal Service Delivery
Upgrade of Utilities' CityWorks CMMS for system and measurables for better tool in programming effort.	Basic Municipal Service Delivery

PERFORMANCE MEASURES:

Strategic Initiative	Goal	Measure	FY 16 Target	FY 16 Actual	FY 17 Target	FY 17 Actual	FY 18 Target
Workload							
Basic Municipal Service Delivery	Improved Roads, Drainage and Utility Infrastructure	% of Unidirectional flushing goal completion	100%	100%	100%	100%	100%
Basic Municipal Service Delivery	City Government, Financially Sound, Top Quality Services	# of disinfection by-products	<50	64	<50	58.4	<50
City's Relationship with Citizens	City Government, Financially Sound, Top Quality Services	Reduce call wait time	0:03:00	0:02:18	0:02:30	0:02:46	0:02:30
Working Smarter - E Government	City Government, Financially Sound, Top Quality Services	% of CCTV Implementation	100%	100%	100%	100%	100%
Working Smarter - E Government	City Government, Financially Sound, Top Quality Services	% of FOG Implementation	100%	95%	100%	100%	100%
Working Smarter - E Government	City Government, Financially Sound, Top Quality Services	% of Lab Sample Points Implementation	100%	95%	100%	100%	100%
Working Smarter - E Government	City Government, Financially Sound, Top Quality Services	% of total unplanned disruption rate	20%	25%	20%	25%	20%
Efficiency							
Basic Municipal Service Delivery	City Government, Financially Sound, Top Quality Services	O+M cost per MG processed for water operations	n/a	\$2,881	\$3,200	\$2,858	\$2,800
Basic Municipal Service Delivery	City Government, Financially Sound, Top Quality Services	O+M cost per MG processed for wastewaterwater operations	n/a	\$4,336	\$4,300	\$4,654	\$4,300
Effectiveness							
City's Relationship with Citizens	City Government, Financially Sound, Top Quality Services	Provide 4.8+ service based on the customer service survey	4.8+	4.7	4.8+	4.6	4.8+
Basic Municipal Service Delivery	City Government, Financially Sound, Top Quality Services	Compliance with FDEP, DOH, NELAC, and ISO	yes	yes	yes	yes	yes

Comparison of Fiscal Year 2018 Approved to Prior Fiscal Years:

Expenditures/Funding/Position Summaries:							
Department:	Actual	Approved	Amended	Estimated	Approved	Approved	Approved
Utilities Operating Fund	FY 2016	Budget	Budget	Year-End	Budget	to Amended	to Amended
		FY 2017	FY 2017	FY 2017	FY 2018	\$ Change	% Change
Divisions:							
Administration	15,414,581	13,691,256	14,746,091	14,669,984	15,141,423	395,332	2.7%
Customer Service	1,239,572	1,600,098	1,601,922	1,531,042	1,789,656	187,734	11.7%
Business Operations	562,851	629,379	502,921	465,564	600,174	97,253	19.3%
Engineering & Plant Operations	548,195	758,597	1,125,583	873,255	1,087,194	(38,389)	-3.4%
Maintenance	1,045,400	1,232,077	1,240,900	1,217,796	1,405,698	164,798	13.3%
Enterprise GIS	657,132	724,474	145,193	145,192	-	(145,193)	-100.0%
Field Services	457,438	518,715	523,290	516,249	598,908	75,618	14.5%
Integrated Systems Management	-	-	-	-	223,669	223,669	
Laboratory	-	-	-	-	349,423	349,423	
Water Distribution	1,668,690	2,025,377	2,138,999	1,975,320	2,181,428	42,429	2.0%
Water Plant-SRWTF	930,216	1,057,446	1,091,582	1,204,548	1,125,184	33,602	3.1%
Water Plant-North Regional	1,437,673	1,832,379	1,890,344	1,699,241	1,993,915	103,571	5.5%
Wastewater Collections	1,786,173	1,920,233	2,312,058	2,122,246	3,848,372	1,536,314	66.4%
Wastewater Plant-North Regional	1,109,988	1,848,775	2,121,710	1,957,949	2,772,191	650,481	30.7%
Water Projects	470,736	2,194,578	2,763,400	2,743,764	4,168,481	1,405,081	50.8%
Water Services	1,876,787	1,884,720	5,838,606	5,815,348	1,637,855	(4,200,751)	-71.9%
Wastewater Projects	2,056,746	3,951,052	6,958,389	6,679,532	6,927,307	(31,082)	-0.4%
Combined Wtr/Wastewater	7,053,543	4,138,459	4,760,028	4,139,751	4,466,511	(293,517)	-6.2%
Total Expenditures	38,315,721	40,007,615	49,761,016	47,756,781	50,317,389	556,373	1.1%
Category							
Personnel	7,791,152	8,674,485	8,618,660	8,328,837	9,558,865	940,205	10.9%
Operating	6,757,159	8,388,233	8,704,152	7,945,069	8,684,991	(19,161)	-0.2%
Capital-Other Sources	443,790	4,899,500	5,640,250	5,491,833	10,211,474	4,571,224	81.0%
Capital-Fees Funds	2,612,643	2,244,865	9,744,500	9,599,094	4,203,112	(5,541,388)	-56.9%
Debt	10,176,895	7,876,371	8,449,159	7,829,347	7,727,322	(721,837)	-8.5%
Transfers	10,534,082	7,924,161	8,604,295	8,562,601	9,931,625	1,327,330	15.4%
Total Expenditures	38,315,721	40,007,615	49,761,016	47,756,781	50,317,389	556,373	1.1%
Funding Source							
Utilities Operating Fund	26,857,909	27,838,806	29,440,593	28,378,386	33,117,235	3,676,642	12.5%
Utilities Capital-Fee Funds	4,966,273	8,080,350	15,610,395	15,288,644	6,663,643	(8,946,752)	-57.3%
Utilities Capital-Bond/Loan Funds	5,823,590	3,432,025	3,432,025	3,432,025	10,025,921	6,593,896	192.1%
Utilities Capital-Assess. Funds	667,949	656,434	1,278,003	657,726	510,590	(767,413)	-60.0%
Total Funding	38,315,721	40,007,615	49,761,016	47,756,781	50,317,389	556,373	1.1%
Positions	134.96	135.41	132.49	132.49	139.89	7.40	5.6%

Actual	Amended	Approved	\$ Change	% Change
FY 2016	FY 2017	FY 2018	FY 18 to FY 17	FY 18 to FY 17
38,315,721	49,761,016	50,317,389	556,373	1.1%

Explanation of Expenditure Changes of 10% or more

Division

- New in FY 2018 are Laboratory Section and Integrated Systems Management division with funding moved from Administration and Engineering & Construction divisions.
- Enterprise GIS division reorganized into Administration and Engineering & Construction divisions in FY 2017.

Capital Outlay

- New Funding sources for I-95 Interchange/Parkway Water Main & Force Main \$2,525,000 and Palm Vista Water Main & Force Main \$4,070,000, Palm Vista Lift Station \$1,380,000 and WRF Denitrification \$1,300,000 in Water Projects, Wastewater Projects, Wastewater Collections and Wastewater Plant North Regional divisions.
- Capital Fee Funds-Various projects not completed in FY 2017 and funding will roll to FY 2018 Amended budget - Utility Operating Fund \$888,173; Utilities Connection Fee Fund \$788,604; Utilities Renewal and Replacement Fund \$5,077,905; Main Line Extension Fee Fund \$19,636 and Utilities Revolving Loan Fund \$3,776,000.

Transfers

- Utilities Operating to Utilities Renewal and Replacement Fund increase based on FY 2018 projects slated versus amount of projects slated in FY 2017.
- Utilities Operating to General Fund increase based on Return on Investment agreement and for partial funding of C&IT VOIP Network and Telephone Upgrade project.

Authorized Personnel	FY 16 Actual	FY 17 Approved	FY 17 Amended	FY 18 Approved
Administration Division-FT	6.30	6.00	10.50	8.50
Administration Division-PT	2.62	2.62	1.64	1.04
Customer Service Division-FT	16.00	16.00	16.00	18.00
Customer Service Division-PT	0.85	0.85	0.85	0.85
Business Operations Division-FT	6.25	6.00	5.00	5.00
Business Operations Division-PT	0.44	0.44	-	-
Engineering & Construction Division-FT	9.00	9.00	13.50	8.50
Engineering & Construction Division-PT	-	-	-	-
Maintenance Division-FT	14.00	15.00	15.00	15.00
Maintenance Division-PT	-	-	-	-
Enterprise GIS Division-FT	8.50	8.50	-	-
Enterprise GIS Division-PT	-	-	-	-
Field Services Division-FT	8.00	7.00	7.00	8.00
Field Services Division-PT	-	-	-	-
Integrated Systems Management-FT	-	-	-	3.00
Integrated Systems Management-PT	-	-	-	-
Laboratory-FT	-	-	-	4.00
Laboratory-PT	-	-	-	-
Water Distribution-FT	21.50	21.50	20.50	20.50
Water Distribution-PT	-	-	-	-
Water Plant-South Regional WTF Division-FT	5.00	5.00	5.00	6.33
Water Plant-South Regional WTF Division-PT	-	-	-	-
Water Plant-North Regional Division-FT	8.00	8.00	8.00	8.33
Water Plant-North Regional Division-PT	-	-	-	-
Wastewater Collections-FT	20.50	20.50	20.50	22.50
Wastewater Collections-PT	-	-	-	-
Wastewater Plant-North Regional Division-FT	8.00	9.00	9.00	10.34
Wastewater Plant-North Regional Division-PT	-	-	-	-
Utilities Operating Fund Total	134.96	135.41	132.49	139.89

Personnel Changes

- Reorganization for new Integrated Systems Management division-moved two Integrated Systems Specialists and one Integrated Systems Manager from Administration division.
- Added full-time Secretary and eliminated one part-time Data Entry Clerk (.60 FTE) in Administration division.
- Added two full-time Customer Service Representative positions in Customer Service division.
- Reorganization for new Laboratory Section- Laboratory/Pretreatment Coordinator, Laboratory Technician I and II and Utilities Inspector moved from Engineering & Construction division.
- Reorganization of Assistant Utilities Director position from Engineering & Construction division to split between Water Plants (North .33/South .33) and Wastewater Plant (.34) divisions.
- Added full-time Field Service Representative in Field Service division.
- Added full-time Treatment Plant Operator "Trainee" in Water Plant-South and Water Plant -North divisions.
- Added full-time Heavy Equipment Operator I and full-time Utilities Foreman in Wastewater Collection division.

FY 18 Organization Chart

