

Water & Sewer

**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, 421.67 miles of water distribution mains, 51.51 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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	791,794	791,089	822,877	794,355
Operating Expenses	1,749,428	1,924,574	1,146,789	1,163,972
Capital Outlay	663,163	185,515	1,187,389	879,100
Debt Service	446,885	430,334	926,642	951,937
Grants & Aids	0	0	30,983	0
Reserves	0	0	857,941	1,730,123
Total	3,651,270	3,331,512	4,972,621	5,519,487

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
Full-time	15	15	14	14
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	15	15	14	14

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Continued large meter testing & calibration program.
- Performed major maintenance and painting on 3 elevated water tanks (Main Island, El Matador & South Ave).

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 FY2013:

- Eglin Taxiway H Water Main (design & 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.
- Del Cerro II Well (AKA Chestnut Well) (design & construction) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.
- 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. (East Island & Annex).
- Upgrade chlorination Equipment from gas (potentially dangerous) to liquid (safe) at public water supply wells.

PERFORMANCE MEASURES:

Performance Measures		Actual FY10/11	Estimated FY11/12	Adopted FY12/13
Input	Volume of water processed (millions of gallons)	2,587	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	36,500 / 7
	Number of Wells / Number of Water Operators	20 / 3	20 / 3	21 / 3
	Number of Tanks / Number of Water Operators	19 / 3	19 / 3	19 / 3
	Cost per gallon of water processed	0.0042	0.0040	0.0039
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 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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	1,689,161	1,687,657	1,645,754	1,531,970
Operating Expenses	3,732,112	4,105,578	2,293,578	2,244,803
Capital Outlay	1,414,748	395,766	2,374,778	1,695,408
Debt Service	953,353	918,044	1,853,283	1,835,881
Grants & Aids	0	0	61,967	0
Reserves	0	0	1,715,883	3,336,665
Total	7,789,375	7,107,225	9,945,243	10,644,727

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
Full-time	36	36	30	27
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	36	36	30	27

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Clifford Lift Station Rehab and start up.
- 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 Pritchett facility.
- Operate and Maintained Public Access Reuse System for the City of FWB.
- Implementation of Pretreatment Program for Industrial Users.
- Operate and Maintain State Certified Lab at Arbennie Pritchett facility.
- Asphalt Lagoon Repair at Arbennie Pritchett Plant.
- Maintain 48 stationary / portable generator sets
- Electronic / Mechanical support on 38 wells and tanks, water distribution
- 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, 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 FY2013:

- Main Island Lift Station (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.
- 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. It is a 4 phase project, and the first phase is substantially complete.
- Okaloosa Island Sanitary Sewer Rehab (construction) – install a cured-in-place liner on terra cotta sewer to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Duke Field Force Main & Lift Station (construction) – providing sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Ft. Walton Beach 36” Force Main (design & 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 Water Reclamation Facility.

- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the NVOC Regional Sewer Plant.
- Diversion of the OCWS portion of Sewer flow to NVOC (Planning, Surveying, Design) – Construct a new force main and pump station to divert OCWS sewer flow from the existing NVOC sewer plant to the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area.

PERFORMANCE MEASURES:

Performance Measures		Actual FY10/11	Estimated FY11/12	Adopted FY12/13
Input	Total Wastewater treated (millions of gallons)	2,390	2,400	2,425
	Total number of trouble call outs	614	600	600
Output	Dry Tons of Sludge Hauled	1,900	1,900	1,900
	Total number of pumps pulled	39	40	40
Efficiency	Total number of wastewater operators (3 plants)	15	15	14
	Cost per gallon of waste water treated	0.0068	0.0067	0.0066
Effectiveness	Total square miles of service area	27.1	27.1	27.1
	Total Public Access reuse water (millions of gallons)	136	140	140
	Total Number of Loads Sand/Grit to Landfill.	10	20	20
	Interdepartmental project support (Airport, Road)	7	10	10

**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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	580,649	580,132	646,546	567,395
Operating Expenses	1,282,914	1,411,354	901,049	831,409
Capital Outlay	486,320	136,044	932,950	627,932
Debt Service	327,716	315,578	728,075	679,956
Grants & Aids	0	0	24,344	0
Reserves	0	0	674,096	1,235,799
Total	2,677,598	2,443,109	3,907,060	3,942,491

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
Full-time	12	11	11	10
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	12	11	11	10

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Garniers Wastewater Treatment Plant Demolition – completed the project with in-house crews
- Main Island Lift Station (design) – 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. The design has been completed. Additionally, a bypass system consisting of piping and valves was constructed on the existing lift station.
- Duke Field Force Main & Lift Station (design) – providing sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Sylvania Heights Water System Improvements (construction) – provided 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.
- Garniers Service Area Water Main Replacement Phase 1A (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. Construction on Beachview Drive and Middle Drive was completed.
- Clifford Street Lift Station Improvements (construction) – replaced 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.
- Hurlburt Field TPWES Force Main (construction) – provided sewer service to the new Hurlburt Transportable-Plasma-Waste-to-Energy-System.
- Eglin Santa Rosa Island Water Main Repairs (construction) – repaired existing water main between Sites A-15 and A-17.
Mary Lane (Crestview) Water Main Replacement (design & construction) – replaced aging PVC class-pipe water main with a new, more reliable ductile iron water main.

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 FY2013:

- Main Island Lift Station (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.
- 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. It is a 4 phase project, and the first phase is substantially complete.
- Okaloosa Island Sanitary Sewer Rehab (construction) – install a cured-in-place liner on terra cotta sewer to reduce the inflow and infiltration which is currently inundating the wastewater collection system.
- Duke Field Force Main & Lift Station (construction) – providing sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Ft. Walton Beach 36” Force Main (design & 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 Water Reclamation Facility.
- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the NVOC Regional Sewer Plant.
- Eglin Taxiway H Water Main (design & 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.
- Del Cerro II Well (AKA Chestnut Well) (design & construction) – install new potable water well in the Mid-County area to increase potable water supply and reliability of the system.
- 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.
- Diversion of the OCWS portion of Sewer flow to NVOC (Planning, Surveying, Design) – Construct a new force main and pump station to divert OCWS sewer flow from the existing NVOC sewer plant to the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area.

PERFORMANCE MEASURES:

Performance Measures		Actual FY10/11	Estimated FY11/12	Adopted FY12/13
Input	Land development projects submitted for review	14	19	17
	Land development construction projects commenced	8	12	10
	Number of new sewer taps (2010 includes 7SFG)	130	180	180
	Number of new water taps	228	248	250
Output	Dollar value - new sewer taps (2010 includes 7SFG)	\$299,518	\$298,606	\$300,000
	Dollar value - new water taps	\$74,879	\$74,651	\$75,000
	State permits obtained for in-house projects	9	10	10

**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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	316,718	316,436	293,885	283,699
Operating Expenses	699,771	769,830	409,568	415,704
Capital Outlay	265,265	74,206	424,067	313,962
Debt Service	178,754	172,134	330,943	339,978
Grants & Aids	0	0	11,065	0
Reserves	0	0	306,408	617,903
Total	1,460,508	1,332,606	1,775,936	1,971,246

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
Full-time	6	6	5	5
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	6	6	5	5

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Manufactured Drying Bed at the Arbennie Pritchett Plant.
- Constructed Pole Barn for G.I.S.
- Built Shed for Density Testing Equipment.
- Assisted with all major water & sewer projects.
- Installed New Metal Roof on OCWS owned building.

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 FY2013:

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

PERFORMANCE MEASURES:

Performance Measures		Actual FY10/11	Estimated FY11/12	Adopted FY12/13
Input	Number of work orders responded to (facilities)	25	30	45
	Number of work orders responded to (construction)	35	50	50
	Number of work orders responded to (repair)	95	100	125

**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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	580,649	580,132	646,546	624,135
Operating Expenses	1,282,914	1,411,354	901,049	914,549
Capital Outlay	486,320	136,044	932,949	690,726
Debt Service	327,716	315,578	728,075	747,951
Grants & Aids	0	0	24,344	0
Reserves	0	0	674,097	1,359,380
Total	2,677,598	2,443,109	3,907,060	4,336,741

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
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:

- Garniers Wastewater Treatment Plant Demolition – completed the project with in-house crews
- Main Island Lift Station (design) – 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. The design has been completed. Additionally, a bypass system consisting of piping and valves was constructed on the existing lift station.
- Duke Field Force Main & Lift Station (design) – providing sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Sylvania Heights Water System Improvements (construction) – provided 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.
- Garniers Service Area Water Main Replacement Phase 1A (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. Construction on Beachview Drive and Middle Drive was completed.
- Clifford Street Lift Station Improvements (construction) – replaced 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.
- Hurlburt Field TPWES Force Main (construction) – provided sewer service to the new Hurlburt Transportable-Plasma-Waste-to-Energy-System.
- Eglin Santa Rosa Island Water Main Repairs (construction) – repaired existing water main between Sites A-15 and A-17.
- Mary Lane (Crestview) Water Main Replacement (design & construction) – replaced aging PVC class-pipe water main with a new, more reliable ductile iron water main.

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 FY2013:

- Main Island Lift Station (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.

- 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. It is a 4 phase project, and the first phase is substantially complete.
- Duke Field Force Main & Lift Station (construction) – providing sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Ft. Walton Beach 36” Force Main (design & 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 Water Reclamation Facility.
- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the NVOC Regional Sewer Plant.
- Eglin Taxiway H Water Main (design & 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.
- Diversion of the OCWS portion of Sewer flow to NVOC (Planning, Surveying, Design) – Construct a new force main and pump station to divert OCWS sewer flow from the existing NVOC sewer plant to the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area.

PERFORMANCE MEASURES:

Performance Measures		Actual FY10/11	Estimated FY11/12	Adopted FY12/13
Input	Footages/Miles of new mains and infrastructure	21,400/4.0	67,100/12.7	46,500/8.8
	Construction projects started/underway/completed (@ year end)	8/0/7	7/3/4	3/3/5
	Number of new sewer taps	130	180	180
	Number of new water taps	228	248	250
Output	Dollar value - new sewer taps (2010 includes 7SFG)	\$299,518	\$298,606	\$300,000
	Dollar value - new water taps	\$74,879	\$74,651	\$75,000

**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 421.67 miles of water distribution mains, 51.51 miles of service lines, 381.15 miles of sewer lines, 91.4 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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	950,153	949,307	999,207	964,572
Operating Expenses	2,099,313	2,309,489	1,392,530	1,413,395
Capital Outlay	795,796	222,618	1,441,831	1,067,483
Debt Service	536,261	516,400	1,125,208	1,155,924
Grants & Aids	0	0	37,622	0
Reserves	0	0	1,041,785	2,100,860
Total	4,381,523	3,997,815	6,038,183	6,702,234

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
Full-time	18	18	17	17
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	18	18	17	17

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Garniers Wastewater Treatment Plant Demolition – completed the project with in-house crews
- Sylvania Heights Water System Improvements (construction) – provided 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.
- Garniers Service Area Water Main Replacement Phase 1A (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. Construction on Beachview Drive and Middle Drive was completed.
- 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 FY2013:

- Main Island Lift Station (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.
- 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. It is a 4 phase project, and the first phase is substantially complete.
- Duke Field Force Main & Lift Station (construction) – providing sewer service to Duke Field via a master lift station “inside the fence” and approximately 7 miles of piping.
- Ft. Walton Beach 36” Force Main (design & 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 Water Reclamation Facility.
- Meigs-Seminole Lift Station (design) – replace the aging and undersized Meigs-Seminole Lift Station, which pumps all the wastewater from Bluewater Bay to the NVOC Regional Sewer Plant.
- Diversion of the OCWS portion of Sewer flow to NVOC (Planning, Surveying, Design) – Construct a new force main and pump station to divert OCWS sewer flow from the existing NVOC sewer plant to

the Arbennie Pritchett WRF. This will consolidate flows and reduce overall wastewater treatment cost for the flows from our county east service area.

PERFORMANCE MEASURES:

Performance Measures		Actual FY10/11	Estimated FY11/12	Adopted FY12/13
Input	Miles of Sewer main / Maintenance Personnel	422.9/8	472.55/8	475/8
	Miles of Water main / Maintenance Personnel	460.2/9	473.18/9	475/9
	Number of new sewer taps	130	180	180
	Number of new water taps	228	248	250
Output	Dollar value - new sewer taps (2010 includes 7SFG)	\$299,518	\$298,606	\$300,000
	Dollar value - new water taps	\$74,879	\$74,651	\$75,000
Efficiency	Feet/Miles of sewer lines cleaned	118,280/22	164,920/31	170,000/32
Effectiveness	Number of main breaks repaired - Water	612	600	615
	Number of main breaks repaired - Sewer	207	332	360
	Valves maintained	120	700	1,500

**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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	1,583,589	1,582,178	1,822,084	1,702,187
Operating Expenses	3,498,855	3,849,148	2,539,319	2,494,226
Capital Outlay	1,326,326	371,030	2,629,221	1,883,791
Debt Service	893,770	860,667	2,051,849	2,039,868
Grants & Aides	0	0	68,606	0
Reserves	0	0	1,899,726	3,707,402
Total	7,302,540	6,663,024	11,010,805	11,827,474

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
Full-time	30	30	29	30
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	30	30	29	30

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Maintained an extremely low level of bad debt write offs (below 1% of revenue).
- 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 Compliance rules providing increased security of customer credit card information.

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 conservation 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 FY2013:

- Continue to inform customers about all the tools available to do business with OCWS.
- Implement SCADA at additional locations (wells & lift stations).
- 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 virtualization of existing servers – This is a green option that will ultimately reduce the number of servers from 18 to 3.

PERFORMANCE MEASURES:

Performance Measures		Actual FY10/11	Estimated FY11/12	Adopted FY12/13
Efficiency	Bad debt written off as a % of annual billings	0.84%	0.75%	0.70%
	Water & Sewer accounts / Customer Service personnel	29,198/13	29,262/13	30,000/13
	Number of new accounts set up - Water	7,813	7,572	7,500
	Number of new accounts set up - Sewer	6,719	6,404	6,500
	Number of Cut offs processed	6,863	6,194	6,200
Effectiveness	Total Bills processed monthly – (in excess of)	30,500	30,900	31,000
	Average number of monthly e-bills sent	1,983	2,500	3,000

**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	
	FY10 Actual \$	FY11 Actual \$	FY12 Original \$	FY13 Approved \$
Personal Services	263,931	263,696	293,884	283,700
Operating Expenses	583,143	641,525	409,566	415,704
Capital Outlay	221,054	61,838	424,065	313,961
Debt Service	148,963	143,445	330,944	339,980
Grants & Aides	0	0	11,069	0
Reserves	0	0	306,408	617,903
Total	1,217,091	1,110,504	1,775,936	1,971,248

HISTORICAL STAFFING SUMMARY:

Category	FY10	FY11	FY12	FY13
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 4,100 wastewater sample tests.
- Tested in excess of 1,900 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, 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 FY2013:

- 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 FY10/11	Estimated FY11/12	Adopted FY12/13
Efficiency	Annual lab tests performed / Lab personnel	4,000/5	4,100/5	4,100/5
	Annual lab tests performed / monitoring wells	1,872/39	1,848/39	1,848/39
	Number of lab tests on drinking water	1,944	1,944	1,944