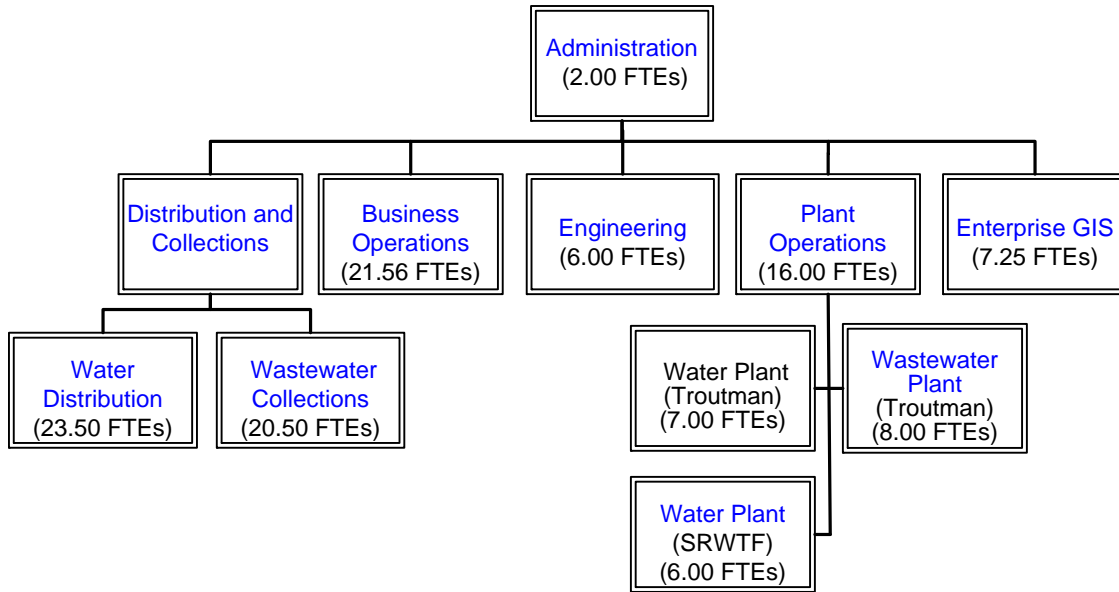


## UTILITIES DEPARTMENT



### Mission

To provide safe drinking water and safe treatment and disposal of wastewater through an effective utility system, reflecting responsible environmental stewardship resulting in 100% customer satisfaction.

### Core Services

- Water Treatment
- Water Distribution
- Wastewater Collection
- Wastewater Treatment and Disposal
- Geographic Information System

### Goals

- Plan and develop infrastructure for growth
- Upgrade Existing Infrastructure
- Financially Sound Utility System
- World Class Utility Organization
- Best and Safest Workforce
- Upgrade Technology

### FY 11 Achievements:

- American Membrane Technology Association (AMTA) National **Membrane Facility Award** for operational performance at the south regional reverse osmosis water treatment plant
- Association of Metropolitan Water Agencies (AMWA) **Gold Award** for Exceptional Utility Performance (only one of six awarded in the country),
- United Safety Council **Gold Safety Achievement Award**, (the top national award in the small company category, public and private companies with less than 500 employees)
- Florida Department of Environmental Protection **Domestic Wastewater Plant Operations Award for Outstanding Water Reclamation Facility**,
- Florida Water Environmental Association **Operational Performance Excellence Award**,

- Environmental Management System Recertified to 2014,
- Reduced energy use costs for potable water treatment facilities by 28.7% since baseline CY 2008,
- Reduced energy use costs for wastewater treatment facilities by 44.8% since baseline CY 2008,
- Completed Palm Bay Estates pipe-bursting project with guaranteed financing through special assessment, and  
Captured 124 process improvements through the Process Improvement Program with a savings of \$114,000 and participation of 76 employees

**FY 12 Objectives:**

- Develop a safety program compliant with the American National Standards Institute (ANSI) Z10 Safety Management System,
- Integrate Customer Service into the Utilities Department’s continuous improvement management framework (Environmental Management System)
- Achieve and surpass 40% energy cost savings for all water and wastewater treatment facilities over the baseline CY 2008,
- Incorporate CMMS work order system into Distribution and Collections, and
- Enhance partnership with Brevard Public Schools through the Academy of Environmental Water Technology at Heritage High School with completion of wet lab.

**Expenditures/Funding/Position Summaries**

<b>Department:</b>	<b>Actual</b>	<b>Amended</b>	<b>Estimated</b>	<b>Budget</b>	<b>\$</b>	<b>%</b>
<b>Utilities</b>	<b>FY 2010</b>	<b>Budget</b>	<b>Year-End</b>	<b>FY 2012</b>	<b>Change</b>	<b>Change</b>
		<b>FY 2011</b>	<b>FY 2011</b>			
<b>Divisions:</b>						
Administration	14,529,730	12,507,542	12,083,296	13,761,249	1,253,707	10.0%
Business Operations	1,355,605	1,585,605	1,416,415	1,448,331	(137,274)	-8.7%
Engineering Operations	485,806	667,435	596,788	506,122	(161,313)	-24.2%
Plant Operations	1,118,490	1,446,244	1,304,617	1,137,052	(309,192)	-21.4%
Enterprise GIS	511,808	972,320	893,638	625,645	(346,675)	-35.7%
Water Distribution	2,406,048	1,895,366	1,782,097	1,856,469	(38,897)	-2.1%
Water Plant-SRWTF	997,644	1,115,463	964,086	1,016,631	(98,832)	-8.9%
Water Plant-Troutman	1,459,800	1,620,283	1,523,305	1,487,823	(132,460)	-8.2%
Wastewater Collections	478,550	1,800,355	1,726,350	1,497,748	(302,607)	-16.8%
Wastewater Plant-Troutman	1,439,918	1,500,944	1,222,763	1,105,307	(395,637)	-26.4%
<b>Total Expenditures</b>	<b>24,783,399</b>	<b>25,111,557</b>	<b>23,513,355</b>	<b>24,442,377</b>	<b>(669,180)</b>	<b>-2.7%</b>
<b>Category</b>						
Personnel	6,759,057	7,087,543	6,856,804	6,743,299	(344,244)	-4.9%
Operating	16,921,144	17,055,648	15,970,063	17,397,958	342,310	2.0%
Capital	1,103,198	968,366	686,488	301,120	(667,246)	-68.9%
<b>Total Expenditures</b>	<b>24,783,399</b>	<b>25,111,557</b>	<b>23,513,355</b>	<b>24,442,377</b>	<b>(669,180)</b>	<b>-2.7%</b>
<b>Funding Source</b>						
Utilities Operating Fund	24,783,399	25,111,557	23,513,355	24,442,377	(669,180)	-2.7%
<b>Positions</b>	<b>117.51</b>	<b>119.51</b>	<b>117.81</b>	<b>117.81</b>	<b>-</b>	<b>0.0%</b>

## Performance Measures

Department: Utilities		FY 09	FY 10	FY 10	FY 11	FY 11	FY 12
Vision 2026/Mission Linkage	Measures	Actual	Budget	Actual	Budget	Actual	Budget
	<b>Service Quality</b>						
City Government: Financially Sound, Top Quality Services	Customer Complaints - technical quality complaint rate <sup>1</sup>	1.74	N/A	2.15	N/A	0.54*	1.48
City Government: Financially Sound, Top Quality Services	WD3 Customer Complaints - customer service complaint rate <sup>2</sup>						TBD
	<b>Efficiency</b>						
City Government: Financially Sound, Top Quality Services	UA4 Number of customers per employee <sup>3</sup>	252.88	255.00	255.00	258.00	240.00	240.00
City Government: Financially Sound, Top Quality Services	BO3 Debt service coverage (Proviso) <sup>4</sup>	1.24%	1.20%	1.27%	1.10%	1.16%	1.27%
	<b>Output</b>						
Improved Roads, Drainage and Utility Infrastructure	PO5 Planned Disruption Rate < 4 Hours <sup>5</sup>	3.98	N/A	15.41	N/A	4.33	9.87
Improved Roads, Drainage and Utility Infrastructure	Planned Disruption Rate Between 4 - 12 Hours	51.46	N/A	26.43	N/A	6.75	16.59
Improved Roads, Drainage and Utility Infrastructure	PO6 Unplanned Disruption Rate < 4 Hours <sup>6</sup>	240.30	N/A	20.67	N/A	12.64	16.66
Improved Roads, Drainage and Utility Infrastructure	Unplanned Disruption Rate Between 4 - 12 Hours	6.14	N/A	1.59	N/A	33.17	17.38

### Service Quality

\*WD3- Information documented in Call Management for 3rd & 4th Quarter only reflects Low Pressure Calls, no other call types documented.

<sup>1</sup>Customer Complaints: Technical Quality Complaint Rate = (1,000)(number technical quality associated complaints)/number of active customer accounts; Source: American Water Works Association. Benchmarking Performance Indicators for Water and Wastewater Utilities: Survey Data and Analyses Report. Colorado: Denver, 2005. Print.

<sup>2</sup>Customer Complaints: Customer Service Complaint Rate = (1,000)(number customer service associated complaints)/number of active customer accounts; Source: American Water Works Association. Benchmarking Performance Indicators for Water and Wastewater Utilities: Survey Data and Analyses Report. Colorado: Denver, 2005. Print. - This is a new measurement that we will begin tracking.

### Efficiency

<sup>3</sup>Customer Accounts Per Employee = Number of Accounts/number of FTE; UA4- FY10: 31,630 Customers /131.56 Employees (Dec 2011)

<sup>4</sup>Debt Service Coverage formula: Net Revenues/Parity Debt Service; Source: Comprehensive Annual Financial Report (CAFR) and Budget Documents

### Output

<sup>5</sup>Formula for Planned Water Service Disruption Rate = (1,000)(number of customers experiencing disruption/number of active customer accounts

<sup>6</sup>Formula for Unplanned Water Service Disruption Rate = (1,000)(number of customers experiencing disruption/number of active customer accounts; Source: American Water Works Association. Benchmarking Performance Indicators for Water and Wastewater Utilities: Survey Data and Analyses Report. Colorado: Denver, 2005. Print.

Note: Documentation comes from Malfunction Reports for BWNs located on the K Drive/Utility/BUSINESS OPERATIONS/BOIL WATER NOTICES\_Current; info is also archived in Laserfiche; supporting data is found on attached worksheets. Formulas are used for time periods of < 4 Hours and Between 4 - 12 Hours for both planned and unplanned disruptions.