



Pasco County
Fiscal Year 2016 Adopted Fiscal Plan

Utility Services

Mission Statement

Our mission is to provide our community, customers, and future generations with high quality, efficient, and innovative Water, Wastewater, and Solid Waste services. Water and Sewer and Solid Waste/Resource Recovery systems are self supporting enterprise operations that are funded through user fees and system revenues. Residential street lighting, managed by Utility Services, is a special assessment fund.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	21,955,049	23,164,184	25,172,202	26,446,107
Other Services & Charges	68,718,232	62,615,371	70,398,109	72,604,435
Materials & Supplies	12,143,541	10,815,013	12,475,231	11,357,096
Capital	46,876	1,300,387	539,959	557,470
Grants & Aids	1,854,463	1,854,463	1,855,355	1,854,463
Interfund Transfers	56,991	63,724	63,000	63,000
Other Non-Operating	32,381,533	29,826,474	31,642,463	30,065,000
Reserves	288,128	-	-	-
Chargebacks	(5,903,978)	(3,239,953)	(4,377,601)	(3,318,393)
Total Budget	131,540,835	126,399,663	137,768,718	139,629,178

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	98,362,777	94,688,582	102,874,643	104,542,275
Solid Waste System Fund	29,770,987	28,308,171	31,274,709	31,340,238
Street Lighting Assessments Fund	3,407,071	3,402,910	3,619,366	3,746,665
Total Revenue	131,540,835	126,399,663	137,768,718	139,629,178

Position Summary by Division	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Administration and Support Services	15.60	17.60	16.60	20.10
Customer Information & Services	54.00	55.00	57.95	64.95
Engineering & Contract Management	34.00	34.00	34.00	36.00
Environmental Compliance	5.00	5.00	5.00	5.00
Environmental Laboratory	13.00	13.00	13.00	13.00
Operations and Maintenance	269.00	274.00	274.00	273.00
Recycling and Education	4.00	5.00	6.00	6.00
Solid Waste/Resource Recovery	44.40	48.40	50.40	50.90
Warehouse Services	9.00	9.00	9.00	9.00
Total Full-Time FTE	448.00	461.00	465.95	477.95
Total FTE	448.00	461.00	465.95	477.95



Utility Services

Administration and Support Services

Impact Statement

To provide management, leadership, and direction to meet the County's and Utilities Services mission and vision by achieving organizational goals.

Programs

UTILITIES ADMINISTRATION: Administration is responsible for organizational development and staffing required to carry out the policies and directives of the County Commission for the provision of water, wastewater, reclaimed water, solid waste, and street light utility services to the citizens of Pasco County in a safe and cost efficient manner. Utilities Administration has successfully maintained a bond rating above the County's goal of an "A" rating for the past five years and in doing so has maintained the ability to obtain needed capital at a low borrowing cost. Additionally, Utilities Administration has sought to ensure water/wastewater affordability by adhering to and exceeding numerous American Water Works Association (AWWA) standards that track the index. Most notably, Pasco County Utilities has successfully maintained an average annual customer bill of well below 2.5% of median average income (as established by the AWWA) ranging between 1.79% and 1.96% over the past 4 years (2012-2015). Finally, Pasco County Utilities is tasked with adequately planning for anticipated growth of its customers and has seen sustained growth over the past few years with an increase of 7.5% of water, sewer, or reclaim customers since 2012. Additionally over the same period, solid waste and street light customers have jumped 8% and 3%, respectively. Finally, water, sewer, reclaim, and solid waste customers are projected to again increase next year (2016) by approximately 2.5% and 1%.

Budget Highlights

The FY2016 expenditure budget for Utilities Administration reflects a 12.5% increase over FY2015. Approximately \$300,000 of the increase is reflected in the Personnel Services line. Details for the increase are as follows:

1. Employee buyback has been budgeted for FY2016 due to the anticipated retirement of long tenured Utilities Assistant County Administrator and Executive Assistant in December of 2015. The budget also reflects the anticipated early hiring of the Utilities Assistant County Administrator to replace the outgoing Administrator and to provide for a few months of transition to allow the incoming and outgoing to work together.
2. Three and one-half new positions have been added to the budget for FY2016. The half position is a Governmental Affairs Officer. This position has actually been added as a full time position but has been split between the Utilities Services Administration and the Solid Waste/Resource Recovery budgets. One Fiscal Service Manager has been added to the department to assist in the management of the Utilities Branch Fiscal and Accounting staff. The branch has a budget of over \$450 million but there is only one position, the Utilities Fiscal & Business Services Director, that has the knowledge and skill set to address enterprise wide finance and accounting concerns. This additional position is being added to serve in the enterprise capacity and bridge the gap between the Director and the next highest position, Accountant II. One Administrative Services Manager has been added to assist in the auditing of fiscal procedures of the branch. This person will initially be assigned to Utilities Customer Information & Services to address issues in the implementation of the new electronic Customer Information System. Lastly, an Accountant II has been added to be dedicated to managing the Utilities Branch Capital Improvement Plan annually. This person will work with the Capital Project Planning Coordinator from the Office of Management and Budget to ensure that capital projects and their ongoing operating and maintenance costs are planned and budgeted appropriately.
3. A 3% salary increase has been budgeted for all employees in the Department.

The remaining amount of the increase is due to the opening of the new Utilities Administration Building which opened in late June of 2015. Numerous associated costs for operations and maintenance of the new building have been added for FY2016.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	940,792	1,031,101	1,204,997	1,525,904
Other Services & Charges	1,099,771	1,108,317	1,348,220	1,315,907
Materials & Supplies	59,989	54,239	58,565	66,638
Capital	-	-	1,500	8,100
Grants & Aids	1,680,108	1,680,108	1,680,108	1,680,108
Total Budget	3,780,660	3,873,765	4,293,390	4,596,657



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Utility Services
Administration and Support Services

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	3,780,660	3,873,765	4,293,390	4,596,657
Total Funding	3,780,660	3,873,765	4,293,390	4,596,657

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Asst. County Administrator	1.00	1.00	1.00	1.00
Accountant I	1.00	1.00	1.00	1.00
Accountant II	2.00	3.00	3.00	4.00
Accounting Clerk	1.00	1.00	1.00	1.00
Sr. Accounting Clerk	1.00	1.00	1.00	1.00
Executive Assistant	1.00	1.00	1.00	1.00
DNU - Administrative Assistant	0.80	0.80	0.80	-
Customer Service Specialist III	1.00	1.00	1.00	1.00
Document Specialist I	-	1.00	1.00	1.00
Project Coordinator I	-	-	1.00	1.00
Project Clerk	1.00	1.00	-	-
Records Clerk II	-	-	1.00	1.00
Administrative Services Coordinator	1.00	1.00	1.00	1.00
Environmental Compliance Specialist	1.00	1.00	1.00	1.00
Administrative Services Manager	-	-	-	1.00
Street Light Coordinator	1.00	1.00	-	-
Business Systems Analyst	1.00	1.00	1.00	1.00
Utilities Fiscal & Business Services Director	0.80	0.80	0.80	0.80
Fiscal Services Manager	-	-	-	1.00
Administrative Assistant	-	-	-	0.80
Performance Development Analyst	1.00	1.00	-	-
Government Affairs Officer	-	-	-	0.50
Total Full-Time FTE	15.60	17.60	16.60	20.10
Total FTE	15.60	17.60	16.60	20.10



Utility Services

Customer Information & Services

Impact Statement

This program provides a single point of entry for all customer service contact and communications in the Utilities Services Branch for customer reception, call center, dispatch, customer care, and customer information and education. The Department is also responsible for the generation of all the revenues and the collection of all payments. This is performed through meter reading, billing, payment processing, and collection activities.

Programs

UTILITIES CUSTOMER INFORMATION AND SERVICES: The goals for this program are to provide accurate and timely meter reading, utility bill production, payment processing, collection services, service request response, and customer issue resolution. The Department continues to focus on improving the Level of Service (LOS) being provided to our customers and we are confident that the anticipated changes during FY2015 will move us in the right direction. This program delivers its services through multiple activities. Those activities and their associated performance measures are as follows:

1. Customer Services Management provides call resolution, in person payment processing, account setup, and service dispatch activities. A key goal is to answer all phone calls within 2 minutes of the customer calling into the call center. Unfortunately due to high call volumes and low staffing, the current average call answer time has been close to 9.75 minutes in FY2015, with customers sitting on hold for an unacceptable amount of time before a Customer Service Specialist can assist them. Another related metric is the call abandoned rate. This rate shows how often a customer hangs up before a Customer Service Specialist is able to answer the call. Our goal is to have an abandoned rate of less than 5%. Currently our rate has averaged 35.6%. For FY2016, we have proposed adding staff to address this issue, as noted below in the budget highlights section, and expect both the average call answer time and the call abandoned rate to improve significantly. The final measure we monitor is call quality rating. We strive to have a grade of at least 80% positive responses for all Customer Service Specialists. This goal is currently being achieved.
2. Account Management provides for customer billing and payment processing activities, collections, and solid waste and street light assessments. Our goal is to send out all utility bills and Solid Waste Assessments on time 100% of the time. We have been able to get all Solid Waste Assessments billed 100% on time; however, we estimate that our water and sewer billing is 98% on time.
3. Meter Reading and Service Order Management provides for meter reading and field services to premises for Customer Work/Service Requests. Our goal is to achieve on time monthly meter reads 100% of the time. For the most part the Department is achieving this goal, but improvements are necessary for our performance measurement tracking to ensure all meters are read monthly and on schedule. We estimate our current performance for FY2015 is around 98%.

Budget Highlights

The FY2016 Utilities Customer and Information Services budget reflects a 16% increase over FY2015. In addition to budgeting a 3% salary increase for all employees in the Department, the following summary explains the additional increases in this budget:

1. Addition of four Customer Service Specialist II's to help answer phone calls and serve walk-up and drive-through customers at our new Land O' Lakes facility. As mentioned above, we are unable to answer the phones in an acceptable timeframe due to not having enough staff to handle the high demand. In addition, we want to continue to serve our customers in the New Port Richey office now that we have a third office in Land O' Lakes. Instead of removing the staff from New Port Richey, we are requesting additional staff for the Land O' Lakes location.
2. \$200,000 for temporary staff to assist with phone calls and backlogs in billing our customers. Although we are requesting four full time Customer Service Specialist II's, we do not believe that it will fully address the demand in customer phone calls. Until we know the exact number of staff needed to address the volume, we are requesting funding to hire temporary staff to help us understand the proper staffing level. In addition, we are looking to hire temporary fiscal staff to help catch up on our backlog of customer billings and auditing of old bills.
3. Addition of one Customer Service Manager to plan, assign, and supervise the work of field and office staff.
4. Addition of one Accountant II and one Accounting Clerk has been added to assist with additional workload for financial reconciliation and continued growth. With the implementation of the new Customer Information System, the Finance Department has requested that all financial reporting be reconciled daily which will be a function of the new Accountant II. The Accounting Clerk will assist with account setup, billing, adjustments, quality control, and other necessary support tasks due to a rise in new construction.
5. \$20,000 for Customer Service training classes and materials for all employees of the Utilities Customer and Information Services Department.
6. Upgrade one Senior Project Clerk position to an Information Technology Technician I. This will better address the increasing



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Utility Services

Customer Information & Services

technological needs of the new Customer Information Systems and to help improve processes and better alleviate issues as they arise.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	2,116,536	2,284,093	2,503,583	2,818,357
Other Services & Charges	606,495	511,339	754,651	1,047,128
Materials & Supplies	609,666	598,569	613,917	632,467
Capital	-	92,324	19,500	17,600
Total Budget	3,332,697	3,486,325	3,891,651	4,515,552

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	3,332,697	3,486,325	3,891,651	4,515,552
Total Funding	3,332,697	3,486,325	3,891,651	4,515,552

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Accountant II	-	-	-	1.00
Accounting Clerk	1.00	2.00	2.00	3.00
Project Supervisor	1.00	1.00	1.00	1.00
Senior Secretary	1.00	1.00	1.00	1.00
DNU - Administrative Assistant	1.00	1.00	1.00	-
Customer Service Specialist I	3.00	3.00	3.00	3.00
Customer Affairs Manager	1.00	1.00	1.00	1.00
Customer Service Specialist II	12.00	12.00	15.00	19.00
Customer Service Specialist III	4.00	3.00	3.00	3.00
Customer Service Manager	-	-	-	1.00
Complaints Investigator	1.00	1.00	1.00	1.00
Mail Room Operator	1.00	1.00	1.00	1.00
Customer Service Supervisor	1.00	1.00	1.00	1.00
Data Entry Operator	7.00	7.00	7.00	7.00
Sr. Project Clerk	2.00	2.00	2.00	1.00
IT Technician I	-	-	-	1.00
Utility Worker III	1.00	1.00	1.00	1.00
Crew Leader	1.00	1.00	1.00	1.00
Meter Reader	14.00	14.00	14.00	14.00
Meter Reader Supervisor	1.00	1.00	1.00	1.00
Customer Service Administrator	1.00	1.00	0.95	0.95
Water Conservation & Efficiency Coordinator	-	1.00	1.00	1.00
Administrative Assistant	-	-	-	1.00
Total Full-Time FTE	54.00	55.00	57.95	64.95
Total FTE	54.00	55.00	57.95	64.95



Utility Services Engineering & Contract Management

Impact Statement

To manage all utility system planning, engineering, permitting, contracting, capital construction, assets, and records for the Utilities Services business center.

Programs

UTILITIES ENGINEERING & CONTRACT MANAGEMENT: This program delivers its services through the activities performed by the following three Divisions:

PROJECT DELIVERY AND CONTRACT MANAGEMENT: This Division handles all outside contracting services which include: engineering and construction of various water, wastewater, and reclaimed water facilities; material acquisition; contracted maintenance; and other utility related services. Given the time sensitivity associated with many utility projects undertaken by the Project Delivery and Contract Management Division, a goal of starting construction for 70% of planned projects within their planned fiscal year has been established. In FY2014, the Department achieved a start rate of 67%. For FY2015, the program is on track to exceed the 70% goal. Furthermore, the program is implementing a goal of completing 70% of active construction projects within the originally approved construction schedule for FY2015. Both of these goals, construction starting time and completion time, will remain the same in FY2016. The program plans to develop goals related to project budgets and contract change orders as well as creating metrics to track project manager performance on project schedules and budgets.

PLANNING AND SERVICE COMMITMENT: This Division handles system planning and coordination of new development activities that require new service connections. Through its Planning and Service Commitment Division, the Department also maintains delegated authority from the Florida Department of Environmental Protection (FDEP) to issue water and wastewater system construction permits for certain types of projects. The program's goal is to issue 100% of these permits within 14 days of receiving completed application and payment of fees, which exceeds the statutory requirement of 30 days. The Department is currently meeting this goal.

OPERATIONS AND TECHNICAL SUPPORT: This Division, which is new for FY2016, will provide day to day engineering support to the Operations & Maintenance Program as well as act as the Branch focal point for Total Enterprise Asset Management implementation. The program will develop key performance indicators and begin to track progress on these areas of responsibility in FY2016.

Budget Highlights

The FY2016 Utilities Engineering & Contract Management budget shows a 23% increase over FY2015. The increase is due to the following:

1. \$500,000 for a consultant to prepare the first phase of a Wastewater Master Plan. During the past 10 years, the primary focus of the Wastewater Capital Plan was to address deficiencies identified through FDEP consent order. These deficiencies have been addressed and we are expected to be in full compliance during FY2016. The Master Plan will address developing tools and planning for current and future growth of the system, potential future acquisition of private and/or Florida Government Utility Authority (FGUA) utilities, desires to consolidate facilities to achieve economies of scale, disposition of land and surplus facilities, and changes in environmental regulations. A second phase of equal value is anticipated in FY2017.
2. \$200,000 for a consultant to evaluate the utility's implementation of the Total Enterprise Asset Management (TEAM) concepts. The study will gauge the utility's progress, identify gaps, and make recommendations to optimize TEAM implementation.
3. The addition of one Project Manager to perform system planning and manage hydraulic modeling projects for the Planning & Service Commitment Division.
4. The transfer of one Supervisory Control and Data Acquisition System (SCADA) Technical Specialist from the Utilities Operations & Maintenance Department to this budget.
5. A 3% salary increases for all employees in the Department.



Utility Services

Engineering & Contract Management

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	1,903,344	1,979,642	2,216,868	2,442,015
Other Services & Charges	541,916	703,950	862,420	1,302,676
Materials & Supplies	62,987	44,524	47,486	55,011
Capital	-	21,323	1,200	27,150
Chargebacks	(74,118)	(47,778)	(100,000)	(100,000)
Total Budget	2,434,129	2,701,661	3,027,974	3,726,852

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	2,434,129	2,701,661	3,027,974	3,726,852
Total Funding	2,434,129	2,701,661	3,027,974	3,726,852

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Development Review Technician I	1.00	1.00	-	-
Development Review Tech Clerk	-	-	1.00	1.00
Clerk	2.00	2.00	-	-
Secretary	1.00	1.00	-	-
DNU - Administrative Assistant	1.00	1.00	1.00	-
Technical Analyst II	-	-	2.00	1.00
Project Manager	1.00	1.00	1.00	3.00
Project Coordinator II	-	-	1.00	1.00
Program Coordinator	1.00	1.00	1.00	1.00
Records Clerk I	-	-	2.00	2.00
Civil Engineering Technician	3.00	3.00	3.00	3.00
Sr. Civil Engineering Technician	1.00	1.00	1.00	1.00
Engineer I	2.00	2.00	2.00	2.00
Engineer II	1.00	1.00	1.00	1.00
Engineer III	1.00	1.00	-	-
Engineering Records Technician	1.00	1.00	1.00	1.00
Computer Drafting Technician	2.00	2.00	2.00	2.00
Environmental Biologist	1.00	1.00	1.00	1.00
GIS Analyst	1.00	1.00	1.00	1.00
GIS Technician	1.00	1.00	1.00	1.00
Engineering Manager	-	-	2.00	3.00
Contracts/Specifications Coordinator	1.00	1.00	1.00	1.00
Technical Specialist II	2.00	2.00	-	-
Utility Program Administrator	1.00	1.00	-	-
Utility Engineering Director	1.00	1.00	1.00	1.00
Utility Inspector	6.00	6.00	6.00	6.00
Construction Project Supervisor	1.00	1.00	1.00	1.00
Lead Utility Inspector	1.00	1.00	1.00	1.00
Administrative Assistant	-	-	-	1.00
Total Full-Time FTE	34.00	34.00	34.00	36.00
Total FTE	34.00	34.00	34.00	36.00



Utility Services

Environmental Compliance

Impact Statement

To provide Environmental Protection Programs to safeguard the health and safety in addition to providing service to the residents of Pasco County. Such programs address the Hazardous Waste, Industrial pre treatment, fats, oils, and grease (FOG) compliance and regulatory audits. Emphasis is on educational outreach basis to assist in compliance.

Programs

ENVIRONMENTAL COMPLIANCE: The Environmental Compliance program includes the Household Hazardous Waste Program; the Small Quantity Generator Hazardous Waste Program; and the Fats, Oils, and Grease Program. These programs have historically been managed separately but have always followed a parallel course. Many of the responsibilities of these inspection programs overlap and our customers have multimedia regulatory concerns. To offer our customers a higher quality level of service, the programs were consolidated into the Environmental Compliance program. With the increase in Neighborhood Collection Initiative funding and the expansion of our Hays Road collection center, citizens will experience an increase in program convenience and efficiency.

The program oversees the provision of two permanent Household Hazardous Waste Collection Centers that allow residents a location to properly dispose of materials including, but not limited to, household chemicals, fertilizer, motor oil, and paint.

In FY2013, 588 tons of hazardous waste was collected with 4,120 participants utilizing our collection centers; in FY2014, 608 tons with 3,512 participants; and in FY2015, an estimate of 620 tons with 3,800 participants. In FY2016, an estimate of 633 tons with 3,900 participants are expected to utilize our collection centers. In FY2014, the Neighborhood Collection Initiative began to provide service convenience to residents of the County that are not close to one of the collection centers. This has allowed us to provide household hazardous waste service to an additional 2% of the County’s population. We project this participation to increase as residents become aware of the expanded service.

To support the business community in compliance with the State-mandated Small Quantity Generator Program, Section 403.7225, Florida Statutes, stipulates that 20% of the total of Small Quantity Generators in each county be inspected annually. Pasco County has approximately 3,700 Small Quantity Generators of hazardous waste; therefore, performing 740 annual inspections satisfies the 20% requirement. In FY2013, 738 businesses; in FY2014, 770 businesses, and in FY2015, an estimated 850 businesses will be inspected and educated for compliance with the State program. This program assists and supports the businesses to ensure that their hazardous waste is properly disposed of and our goal is to exceed the minimum 20% State target.

The Fats, Oils, and Grease (FOG) program ensures that the applicable food service establishments are adhering to our ordinance so that the Wastewater collection system, pump stations, and infrastructure are protected. Proper disposal of the FOG material ensures that we do not incur a sanitary sewer overflow which protects the health and safety of residents and businesses alike. We supported food service establishments numbering 1,522 in FY2013; 1,735 in FY2014; an estimated 1,750 in FY2015; and project to assist 1,750 in FY2016 with continued outreach, education, and system improvements.

Budget Highlights

The FY2016 budget reflects a slight increase over FY2015 due to a small increase in the cost of our electronic equipment DE manufacturer. Also, the funds budgeted under capital are to expand the concrete pad and roof structure at the Hays Road Household Hazardous Waste Center. In addition, a 3% salary increase for all employees in the program has been budgeted.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	250,839	259,626	265,800	275,064
Other Services & Charges	307,489	306,226	345,521	350,400
Materials & Supplies	20,304	19,371	28,056	22,145
Capital	-	7,425	-	40,000
Grants & Aids	8,921	8,921	8,921	8,921
Total Budget	587,553	601,569	648,298	696,530



Utility Services

Environmental Compliance

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Solid Waste System Fund	587,553	601,569	648,298	696,530
Total Funding	587,553	601,569	648,298	696,530

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Utilities Compliance Inspector	3.00	3.00	3.00	3.00
Solid & Hazardous Waste Inspector	-	-	-	-
Environmental/Hazardous Manager	1.00	1.00	1.00	1.00
Solid Waste Attendant II	1.00	1.00	1.00	1.00
Total Full-Time FTE	5.00	5.00	5.00	5.00
Total FTE	5.00	5.00	5.00	5.00



Utility Services

Environmental Laboratory

Impact Statement

To provide analytical and laboratory services to Pasco County water, wastewater, and reclaimed water; storm water; and solid waste services in addition to revenue generation by providing laboratory services to the general public. This program provides the full tier of services of a certified laboratory to assist with utility services that are subject to extensive regulation requirements and rules to protect public health and safety and the environment.

Programs

ENVIRONMENTAL LAB: This program provides for the analysis of samples to ensure that regulatory requirements are met. Providing these services to Pasco County Government departments, regulatory agencies, contractors, engineering Groups, and Pasco County citizens. The number of sample testings provided in serving our customers in 2012 was 52,525, in 2013 the number of samples was 57,548, and in 2014 was 53,524. In 2015, the number of samples is projected to be 54,432. The program provides for the protection of our customers' health and safety which can be measured in our drinking water compliance rate. This measures the number of days in a year that the water supply is in full compliance in relation to testing results that are less than the contaminant levels. Since 2012, Pasco County Utilities has been in compliance 100% of the time and has a future goal of 100% compliance.

Budget Highlights

The Environmental Laboratory budget has decreased from FY2015 to FY2016. A 3% salary increase has been budgeted for all employees in the Division. The salary increase has been offset by not needing to purchase capital replacement equipment in FY2016 that was purchased in FY2015. In addition, the maintenance contracts from the old equipment were able to be cancelled as the new equipment is covered under warranty .

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	625,508	654,911	671,569	679,335
Other Services & Charges	157,283	167,450	188,736	154,305
Materials & Supplies	79,154	74,781	95,723	94,140
Capital	-	13,145	56,045	72,000
Total Budget	861,945	910,287	1,012,073	999,780

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	861,945	910,287	1,012,073	999,780
Total Funding	861,945	910,287	1,012,073	999,780

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Senior Secretary	1.00	1.00	1.00	1.00
Project Clerk	1.00	1.00	-	-
Records Clerk II	-	-	1.00	1.00
Laboratory Manager	1.00	1.00	1.00	1.00
Laboratory Technician I	4.00	4.00	-	-
Chemist Technician II	2.00	2.00	2.00	2.00
Chemist Technician III	1.00	1.00	1.00	1.00
Chemist Assistant	-	-	2.00	2.00
Quality Assurance/Quality Control Officer	1.00	1.00	1.00	1.00
Chemist Technician I	-	-	4.00	4.00
Laboratory Assistant	2.00	2.00	-	-
Total Full-Time FTE	13.00	13.00	13.00	13.00
Total FTE	13.00	13.00	13.00	13.00



Utility Services Operations and Maintenance

Impact Statement

To operate and maintain the water distribution system to ensure uninterrupted service to all Pasco County Utilities customers, including water supply acquisition, potable water delivery, and fire protection. To operate and maintain the Pasco County Utilities wastewater treatment facilities, collection systems, pump stations, and force mains. To provide for the beneficial reuse of biosolids and to eliminate land disposal of fats, oils, and grease (FOG) residuals and protect the sanitary sewer collection system and wastewater treatment facilities from excess grease accumulation. To provide sufficient supply and storage of reclaimed water to our residential, commercial, and agricultural customers to replenish groundwater and preserve drinking water sources for potable use.

Programs

The Utilities Operations & Maintenance Department provides its services through four separate programs:

OPERATIONS AND MAINTENANCE (O&M) ADMINISTRATION: This program is a critical component for all other programs within the Department. The O&M Administration Division was designed to help to bind the distinct parts of the program into a cohesive entity. The O&M Department includes sections of operations, maintenance, and instrument controls/SCADA for water, wastewater, and reclaim operations. The Administration section is made up of management and management support personnel who are involved with establishing and facilitating the entity of O&M, which have the duties of day to day operations, while also interfacing with other department managers including project implementation and customer service interaction. The primary objective of this Division is to maintain and improve the Levels of Service (LOS) provided by the various areas of O&M.

In 2014, the first full year this metric was tracked, O&M had a combined operations turnover rate of 12%, which ranks in the bottom quartile according to American Water Works Association (AWWA) standards. Based on the average turnover rates for the same periods in the last two years, the estimated turnover rate for 2015 is 10.5%, which remains in the bottom quartile but represents improvement towards the median quartile of 8.2%. Target goal is to improve an additional 1% in 2016, and in subsequent years, until the levels are improved to median and then top quartile levels. A second metric tracked within the Department is the combined operations' internal employee promotions. This indicator provides the rate of internal employee promotions per year as a percentage of the total number of positions filled. In 2014, the only full year this metric has been tracked, the combined operations internal employee promotion rate was 52%, which is approaching the median quartile by FY2011 AWWA standards (59%). Target goal is to improve an additional 1% in 2016, and in subsequent years, until median and above quartile levels are achieved.

WATER SERVICES: This program is responsible for the operation and maintenance of the water distribution system to ensure uninterrupted service to all Pasco County Utilities customers, including water supply acquisition, potable water delivery, and fire protection. Drinking Water Compliance is defined as the percentage of the year that Utilities Services was in compliance with all federally mandated, health related drinking water quality parameters. This LOS is measured as percentage of the number of days in full compliance divided by 365 days. The target LOS is to maintain full compliance or 100% for FY2016, which means quick and thorough responses to water breaks or leaks. As pure water is a crucial customer LOS, industry benchmarks are set at 100% for all quartiles (top, median, and bottom).

WASTEWATER SERVICES: This program is responsible for the operation and maintenance of wastewater treatment facilities, collection systems, pump stations, and force mains. The Division is also tasked to provide for the beneficial reuse of biosolids and to eliminate land disposal of fats, oils, and grease (FOG) residuals and protect the sanitary sewer collection system and wastewater treatment facilities from excess grease accumulation. The two primary LOS used to measure the performance of this Division are Wastewater Treatment Effectiveness and Sewer Overflow. Wastewater Treatment Effectiveness is quantified as the percentage of days during which Utilities Services meets or exceeds all of the effluent quality standards in effect at their facilities. The percentage is calculated as the number of days the utility was in full compliance divided by 365 days. Pasco County Utilities has maintained a treatment effectiveness rate of 98.1% for the past 30 months, which places it just below the median quartile AWWA industry benchmark (98.8%) for wastewater operations. Target is to achieve an increase of 0.1% in FY2016, and subsequent years, until top quartile AWWA standards are achieved. The second LOS, Sewer Overflow, measures the total number of sewer overflow events (under control of the utility), expressed as ratio of the number of events per 100 miles of sanitary collection system piping (total number of sewer overflows (SSO) times 100, divided by total miles of system piping). This LOS measures the speed and thoroughness of utility responses to sewer overflows due to breakages or aging of system. Pasco Utilities has maintained a rate of 4.9% for the past 30 months, which ranks slightly below the median quartile (2.7) of AWWA industry benchmarks for Wastewater operations. Target is to achieve a 0.1% percent increase for FY2016, and subsequent years, until median, and eventually top, quartile measures are achieved.

RECLAIMED SERVICES: This program is responsible for providing sufficient supply and storage of reclaimed water to our residential, commercial, and agricultural customers to replenish groundwater and preserve drinking water sources for potable use. Pasco County's Master Reuse System has been recognized by the Tampa Bay Regional Planning Council (TBRPC) on two occasions. In 2009, the County received honorable mention for the Land O' Lakes Reservoir Infrastructure. In 2011, the County won 2nd place in TBRPC's Going Green category. Pasco County Utilities operates the largest reclaimed water reservoir in the nation



Utility Services

Operations and Maintenance

(Land O' Lakes Reservoir at 100M gallons) and is currently completing the larger Boyette 500M gallon reservoir to conserve water and serve the public by providing treated/reclaimed water for landscape irrigation and recharging the aquifer, as well as commercial and industrial uses. Reclaim services' primary LOS metric focuses on preventative to corrective maintenance ratios. The AWWA does not currently benchmark reclaimed water services; however, Pasco County Utilities tracks LOS ratios for preventative to corrective maintenance in the reclaimed water system because the levels of preventative maintenance on a pipeline system can directly maximize the ROI and save money when maintaining that system. It can also be compared to AWWA industry benchmarks for wastewater services. FY2014 levels of preventative to corrective maintenance were at 73%, which places reclaimed water LOS into the median quartile for wastewater combined services. Target for FY2016 is to improve this ratio by 1% per year for future years until goal of top quartile is reached. In FY2016, Utilities O&M intends to collect baseline data for tracking the ratio of the number of residential and commercial customers for reclaimed water usage. This will measure the successes in the system and develop usage trend line data.

Budget Highlights

The overall Utilities Operations & Maintenance budget increased 2.3% for FY2016. The budget reflects a 3% increase in salaries for all employees in the Department. The Department's position summary below shows a decrease of one position. This position, SCADA Technical Specialist, was transferred to the Utilities Engineering & Contract Management Department. The largest increase in the budget is due to the opening of the Boyette Reservoir in late Summer of 2015. The opening of this reclaimed water facility will add multiple levels of functionality to the system while conserving water for our Pasco County residents.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	13,295,768	14,106,373	15,056,565	15,125,007
Other Services & Charges	40,187,018	36,367,314	40,744,204	42,161,955
Materials & Supplies	5,129,369	5,651,522	6,089,483	5,983,702
Capital	46,876	760,816	401,514	379,620
Chargebacks	(65,298)	(53,004)	(100,000)	(70,000)
Total Budget	58,593,733	56,833,021	62,191,766	63,580,284

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	58,593,733	56,833,021	62,191,766	63,580,284
Total Funding	58,593,733	56,833,021	62,191,766	63,580,284



Pasco County
Fiscal Year 2016 Adopted Fiscal Plan

Utility Services
Operations and Maintenance

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Project Technician II	1.00	1.00	1.00	1.00
Secretary	-	1.00	1.00	1.00
DNU - Administrative Assistant	1.00	1.00	1.00	-
Computer Programmer II	2.00	2.00	2.00	2.00
Sr. Programmer/Analyst	1.00	1.00	1.00	1.00
Project Coordinator II	5.00	5.00	5.00	5.00
Sr. Project Clerk	1.00	1.00	1.00	1.00
Records Clerk II	1.00	1.00	1.00	1.00
Electrician II	2.00	2.00	2.00	2.00
Climate Control Technician III	-	1.00	1.00	1.00
Electrician III	4.00	4.00	4.00	4.00
Utility Worker I	36.00	35.00	35.00	35.00
Utility Worker II	16.00	16.00	16.00	16.00
Utility Worker III	60.00	60.00	60.00	60.00
Heavy Equipment Operator	1.00	1.00	1.00	1.00
Utilities Compliance Inspector	2.00	2.00	2.00	2.00
Special Equipment Operator	17.00	17.00	18.00	18.00
Labor Supervisor I	9.00	11.00	12.00	12.00
Labor Supervisor II	11.00	13.00	13.00	13.00
Electronic Technician II	2.00	2.00	3.00	3.00
Plant Mechanic I	5.00	5.00	5.00	5.00
Plant Mechanic II	10.00	10.00	10.00	10.00
Plant Operator Trainee	1.00	1.00	-	-
Plant Operator B	50.00	50.00	47.00	47.00
Lead Plant Operator	9.00	9.00	9.00	9.00
Electronic Technician I	2.00	2.00	2.00	2.00
Operations & Maintenance Director	1.00	1.00	1.00	1.00
Scalehouse Operator	-	-	1.00	1.00
Utility Operations Supervisor	3.00	3.00	3.00	3.00
Plant Operator A	9.00	9.00	9.00	9.00
Scada Technical Specialist	1.00	1.00	1.00	1.00
Operations & Maintenance Manager	1.00	1.00	1.00	1.00
Maintenance Supervisor	5.00	5.00	5.00	4.00
Administrative Assistant	-	-	-	1.00
Total Full-Time FTE	269.00	274.00	274.00	273.00
Total FTE	269.00	274.00	274.00	273.00



Utility Services

Recycling and Education

Impact Statement

To develop new Solid Waste programs to reduce litter and dumping; to improve and oversee residential recycling; to develop a new commercial recycling program; to develop and improve educational materials for these programs; to secure and oversee contract services for sale of recycled materials; to manage and improve collection services and hauler license relationships; and to provide recycling services that meet or exceed desired levels of service for the residents and businesses of Pasco County. These programs will reduce the tons of Municipal Solid Waste that flow to the WTE plant, thereby extending the life of that facility and help Pasco County meet State-mandated recycling goals.

Programs

RECYCLING AND EDUCATION: The State of Florida has mandated recycling goals of 40% for FY2012 and FY2013; and 50% for FY2014 and FY2015. Pasco County has achieved 62.45%, 67.09%, and 64.83%, respectively, and expects to meet the FY2015 goal. These numbers represent all recycled materials from all sources, public and private, originating in Pasco County.

The tons from Pasco County's residential recycling program have increased steadily: 3,716 in FY2012; 4,144 in FY2013; 4,522 in FY2014; and an estimated 4,700 in FY2015. These tons represent diversion from the WTE.

Successful education of citizens and promotion of the program can be measured by the percentage of residents participating in the curbside recycling program. That rate has improved from 24.47% in FY2012 to 26.85% in FY2014. To support education, 19,143 pieces of information were distributed to residents in FY2014. Participation is anticipated to improve with the addition of staff in FY2015.

Efforts to reduce litter and dumping have increased through the efforts of volunteers. 3,009 volunteers removed 44.94 tons of trash from our communities in FY2012; 2,915 volunteers and 49.36 tons in FY2013; and 2,527 volunteers and 54.29 tons in FY2014.

Recycling and Education has implemented seven new program aspects since 2008: the Community Paper Drop-Off Program, County Building Can & Bottle Program, Event Recycling, Recycling Container Loan Program, Waste Water Treatment Facilities Scrap Metal Program, Departmental Scrap Metal Recycling Program; and Choose & Use Recycling Program.

Budget Highlights

The FY2016 Recycling and Education budget reflects an increase over FY2015. A significant portion of the increase in expenses (\$73,008) is due to adding contracted services to employ three temporary workers to cover the newly fenced, gated, locked, and manned recycling drop-offs. Some increase is attributable to costs of operation for the new Recycling Transfer Facility and replacement/rental of the new Case Loader. Lastly, a 3% salary increase has been budgeted for all employees in the program.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	183,541	196,455	270,587	299,791
Other Services & Charges	276,502	170,400	233,208	527,299
Materials & Supplies	44,195	7,407	15,365	26,126
Capital	-	24,361	19,800	-
Grants & Aids	4,627	4,627	4,627	4,627
Total Budget	508,865	403,250	543,587	857,843

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Solid Waste System Fund	508,865	403,250	543,587	857,843
Total Funding	508,865	403,250	543,587	857,843



Pasco County
Fiscal Year 2016 Adopted Fiscal Plan

Utility Services
Recycling and Education

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Clerk	-	1.00	-	-
Project Coordinator II	1.00	1.00	1.00	1.00
Program Coordinator	-	-	1.00	1.00
Records Clerk I	-	-	1.00	1.00
Special Equipment Operator	1.00	1.00	1.00	1.00
Recycling Coordinator	1.00	1.00	1.00	-
Scalehouse Operator	1.00	1.00	1.00	1.00
Recycling Supervisor	-	-	-	1.00
Total Full-Time FTE	4.00	5.00	6.00	6.00
Total FTE	4.00	5.00	6.00	6.00



Utility Services

Solid Waste/Resource Recovery

Impact Statement

The County's Solid Waste Department is responsible for managing the process by which solid waste is collected, transported, stored, separated, and processed. This includes having a planned program for long-term management and maintenance of the approved operating facilities regulated by the applicable governing agencies. The Solid Waste Department is tasked with looking at alternative methods to reduce the waste generated within the County as well as educating the public on the importance of recycling Countywide.

Programs

SOLID WASTE ADMINISTRATION: This program provides management oversight for all aspects of the Solid Waste Department which includes Transfer Operations, Landfills, Waste To Energy (WTE) Operations, and Recycling and Education. The Solid Waste Department manages all of the Municipal Solid Waste (MSW) generated within Pasco County in a safe and environmentally compliant manner. Our goal for FY2016 is completion and update of our Solid Waste Master Plan. This strategic operating plan will address all program areas of our Countywide integrated solid waste management plan.

COLLECTION/TRANSFER OPERATIONS: This program provides residential and commercial collection services across the County. The County relies upon licensed haulers for collection of the MSW. Citizens can drop off their waste materials at the West Pasco Solid Waste Complex or our East Pasco Transfer Station, from which MSW is transported to the West Pasco Solid Waste Complex for processing through our WTE Facility or landfilled. In FY2015, 70,064.44 tons was transported from the Transfer Station to the Hays Road location. Goals for FY2016 include an assessment of County collection options and use of out-of-County disposal to address our growing demand for MSW processing and disposal, including enhancing opportunities for recycling.

DISPOSAL (LANDFILL): This program provides the entire County with safe and environmentally compliant options for waste disposal and ongoing management of our operating Ash and Solid Waste landfill cells, as well as closed landfills. This program also has several elements as it offers disposal for Construction & Demolition (C&D) materials, MSW, Ash from the WTE Facility, Tires, Household Hazardous waste, Electronic Waste, and Yard Waste Debris. In FY2014, 75,486.48 tons of Ash was landfilled; 3,117.16 tons of C&D; 3,224.07 tons of MSW Commercial; 7,089.00 tires; and 4,012.30 tons of Yard Waste Debris. During FY2016, the feasibility of mining and metal recovery for our existing Ash cell will be evaluated.

WASTE TO ENERGY (WTE): This program is an intricate part of the overall function of the Solid Waste Department which functions are to manage the County's Municipal Solid Waste safely and in compliance with all of the rules and regulations under which we operate the Facility. The County's WTE processes on an annual average approximately 323,000 tons of the County's waste while generating up to 180,000 Mega Watt hours annually. The Facility operated at 93% availability and the Turbine Generator's was 99% availability. The WTE Facility recovers ferrous and nonferrous materials on the back end of the process to offset operating cost and increase recycling efforts. This facility is operated by Covanta and for FY2016, several major Renewal and Replacement projects will be undertaken by Covanta to extend and improve facility performance and reliability.

Budget Highlights

The FY2016 Solid Waste budget shows a decrease due to moving depreciation expense out of this Department budget. This decrease is offset by an increase of \$321,000 in the Covanta Contract to run the WTE facility, an increase of \$60,000 in overtime to better reflect actuals of previous fiscal years, and an increase in insurance and commission fees and costs of approximately \$70,000. Lastly, one-half of a position has been added for a Governmental Affairs Officer. This position has been split funded between the Solid Waste and Utilities Administration budgets.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	2,261,358	2,313,815	2,614,632	2,686,685
Other Services & Charges	22,178,299	19,913,801	22,324,129	22,006,285
Materials & Supplies	336,675	1,199,988	1,326,476	1,302,708
Capital	-	380,993	40,400	13,000
Grants & Aids	143,187	143,187	143,187	143,187
Other Non-Operating	3,466,922	3,351,568	3,634,000	3,634,000
Reserves	288,128	-	-	-
Total Budget	28,674,569	27,303,352	30,082,824	29,785,865



Pasco County
Fiscal Year 2016 Adopted Fiscal Plan

Utility Services
Solid Waste/Resource Recovery

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Solid Waste System Fund	28,674,569	27,303,352	30,082,824	29,785,865
Total Funding	28,674,569	27,303,352	30,082,824	29,785,865

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Accountant II	1.00	1.00	1.00	1.00
Accounting Clerk	1.00	1.00	1.00	1.00
Code Enforcement Officer	-	1.00	1.00	1.00
Secretary	1.00	1.00	1.00	-
DNU - Administrative Assistant	0.20	0.20	0.20	-
Customer Service Specialist II	1.00	1.00	1.00	1.00
Customer Service Supervisor	-	1.00	1.00	1.00
Sr. Project Clerk	2.00	3.00	3.00	3.00
Project Clerk	1.00	1.00	-	-
Records Clerk II	-	-	1.00	1.00
Heavy Equipment Operator	3.00	3.00	3.00	3.00
Special Equipment Operator	9.00	9.00	9.00	9.00
Labor Supervisor II	1.00	1.00	1.00	1.00
Solid Waste Attendant I	2.00	2.00	2.00	2.00
Solid Waste Attendant II	12.00	12.00	14.00	14.00
Solid Waste Superintendent	1.00	1.00	1.00	1.00
Landfill Operator	3.00	4.00	-	-
Solid Waste Facility Director	1.00	1.00	1.00	1.00
Scalehouse Operator	5.00	5.00	5.00	5.00
Utilities Fiscal & Business Services Director	0.20	0.20	0.20	0.20
Administrative Assistant	-	-	-	1.20
Solid Waste Facility Operator	-	-	4.00	4.00
Government Affairs Officer	-	-	-	0.50
Total Full-Time FTE	44.40	48.40	50.40	50.90
Total FTE	44.40	48.40	50.40	50.90



Utility Services

Street Lighting

Impact Statement

To provide for the administration of residential street lighting between electric power providers and approved residential areas.

Programs

STREET LIGHTING: This program provides for the administration of residential street lighting between electric power providers and approved residential areas. The activities of this program include petition processing, public hearing coordination, billings, and collection.

The Street Lighting program provides for the payment of bills to the Power Companies of all Board-approved street lighting district areas and the billing of individual resident homeowners. Annual billing is coordinated with the Property Appraiser to place the non-ad valorem assessments on the property tax bill. Initial billing of new areas or fractional billing is performed in-house. We have increased the number of resident service annually. In FY2013, there were 77,969; in FY2014, 78,302; and it is projected to provide 78,443 in FY2015 and FY2016.

The program is currently in the process of a QA/QC audit process of approximately 19,000 lights and 16,000 poles to identify variances of actual street light fixtures/poles in the field compared to the inventory billed by the Power Companies. We are going through this process to ensure that our customers are not being overbilled by the power companies. The number of street light subdivisions audited in FY2014 was 12. It is projected that in FY2015, 12 street light subdivisions will be audited and in FY2016, 20 streetlight subdivisions will be audited. In addition to performing a street light audit, we are in the process of upgrading residential street light areas to LED for those power companies that are willing to do so. The conversion of sodium vapor lighting to LED contributes to enhancing, improving, and maintaining public infrastructure. This upgrade will provide for energy efficiency, increased lighting, and long-term cost-effectiveness. It is projected that in FY2015, 5 streetlight areas will be converted to LED; and in FY2016, it is projected that 10 streetlight areas will be converted to LED.

Budget Highlights

The FY2016 Street Lighting budget shows an increase over FY2015 due to increased districts being added to the program. Their electric costs have been added to this budget. There is minimal administrative overhead for this program of less than \$20,000. All remaining expenditures are directly related to the individual street light districts.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Other Services & Charges	3,326,761	3,321,466	3,529,435	3,660,895
Materials & Supplies	5,699	100	8,419	5,150
Grants & Aids	17,620	17,620	18,512	17,620
Interfund Transfers	56,991	63,724	63,000	63,000
Total Budget	3,407,071	3,402,910	3,619,366	3,746,665

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Street Lighting Assessments Fund	3,407,071	3,402,910	3,619,366	3,746,665
Total Funding	3,407,071	3,402,910	3,619,366	3,746,665



Utility Services Warehouse Services

Impact Statement

This program provides support for the Utilities Field Services (Water, Wastewater, Reclaim, and Construction) by the acquisition, stocking, and issuing of the materials, supplies, and tools in a cost-effective manner to allow the Field Service workers to perform their jobs of the maintenance of the Utilities infrastructure of Pasco County.

Programs

WAREHOUSE SERVICES: A major goal of the Utilities Warehouse Services is to provide excellent customer service to Field Services. To achieve this goal, Warehouse Services issues customer service surveys to the Field Service staff that frequents the warehouse for parts and supplies on a regular basis. The measurement of the quality of service that the warehouse provides is rated on a scale of 1 to 5 with the goal of attaining a 4.0 or higher. In FY2014, the warehouse achieved a 4.1 rating and it is projected to achieve a 4.2 in FY2015. To increase support for the Utilities Field Services, Warehouse Services has successfully increased procurement card transactions for the acquisition of materials, parts, supplies, and tools to 90.6% of all credit card purchases in FY2014. This has allowed Field Services to focus solely on work production. It is projected that this number will increase to 92.5% of all credit card purchases in FY2016. The measure of quality that the Utilities Warehouse Services is measured on is inventory accuracy. Inventory accuracy ensures cost savings, time efficiency, and customer satisfaction. This also ensures support in a cost effective manner for the Field Services workers to be able to perform their jobs. Warehouse Services performs physical inventory counts on a quarterly and annual basis as required by the Clerk of the County Court. In FY2014, there were only two inventory adjustments of the 2,300 parts that are stocked at the warehouse. It is projected that there will be two inventory adjustments in FY2016.

Budget Highlights

The FY2016 Warehouse Services budget is shows a slight increase over FY2015 due to budgeting a 3% salary increase for all employees in the Division.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	329,366	338,168	367,601	373,887
Other Services & Charges	36,698	45,107	67,585	77,585
Materials & Supplies	5,795,503	3,164,513	4,191,741	3,169,009
Chargebacks	(5,764,562)	(3,139,171)	(4,177,601)	(3,148,393)
Total Budget	397,005	408,617	449,326	472,088

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	397,005	408,617	449,326	472,088
Total Funding	397,005	408,617	449,326	472,088

Position Summary	FY 2013 Adopted	FY 2014 Adopted	FY 2015 Adopted	FY 2016 Budget
Accountant II	1.00	1.00	1.00	1.00
Storekeeper I	1.00	1.00	-	-
Material Handler	4.00	4.00	-	-
Storekeeper II	3.00	3.00	-	-
Inventory Specialist	-	-	5.00	5.00
Lead Inventory Specialist	-	-	3.00	3.00
Total Full-Time FTE	9.00	9.00	9.00	9.00
Total FTE	9.00	9.00	9.00	9.00



Utility Services Water and Sewer - Other

Impact Statement

To recognize the impact of depreciation on Pasco County Utilities asset valuation and to account for the impact of long term liabilities to the Utility. This includes non-cash items like other post-employment benefits and compensated absences.

Budgetary Cost Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Personal Services	47,997	-	-	220,062
Other Non-Operating	28,914,611	26,474,907	28,008,463	26,431,000
Total Budget	28,962,608	26,474,907	28,008,463	26,651,062

Funding Sources	FY 2013 Actual	FY 2014 Actual	FY 2015 Adopted	FY 2016 Budget
Pasco Water & Sewer Fund	28,962,608	26,474,907	28,008,463	26,651,062
Total Funding	28,962,608	26,474,907	28,008,463	26,651,062



170 Utility Services

1700101 Administration and Support Services

Administration and Support Services	258,649,394
1700101 Administration and Support Services	258,649,394

1700116 Environmental Compliance

Environmental Compliance	160,000
1700116 Environmental Compliance	160,000

1700131 Recycling and Education

Recycling and Education	400,000
1700131 Recycling and Education	400,000

1700136 Solid Waste/Resource Recovery

Disposal - Landfill	2,070,000
Disposal - WTE	26,172,152
Solid Waste Admin	110,630,332
1700136 Solid Waste/Resource Recovery	138,872,484

1700141 Street Lighting

Street Light Program	5,719,559
1700141 Street Lighting	5,719,559
170 Utility Services	403,801,437

Report Total

403,801,437



170 Utility Services

1700101 Administration and Support Services

Administration and Support Services	4,596,657
1700101 Administration and Support Services	<u>4,596,657</u>

1700106 Customer Information & Services

Customer Information and Services	4,515,552
1700106 Customer Information & Services	<u>4,515,552</u>

1700111 Engineering & Contract Management

Utilities Engineering and Contract Management	3,726,676
1700111 Engineering & Contract Management	<u>3,726,676</u>

1700116 Environmental Compliance

Environmental Compliance	696,530
1700116 Environmental Compliance	<u>696,530</u>

1700121 Environmental Laboratory

Environmental Laboratory Services	999,780
1700121 Environmental Laboratory	<u>999,780</u>

1700126 Operations and Maintenance

Reclaimed Services	3,975,646
Utilities O&M Admin	740,266
Wastewater Services	24,940,002
Water Services	33,924,370
1700126 Operations and Maintenance	<u>63,580,284</u>

1700131 Recycling and Education

Recycling and Education	857,843
1700131 Recycling and Education	<u>857,843</u>

1700136 Solid Waste/Resource Recovery

Collection and Transfer	1,264,589
Disposal - Landfill	3,647,165
Disposal - WTE	19,062,650
Recycling and Education	125
Solid Waste Admin	5,811,336
1700136 Solid Waste/Resource Recovery	<u>29,785,865</u>

1700141 Street Lighting

Street Light Program	3,746,665
1700141 Street Lighting	<u>3,746,665</u>

1700146 Warehouse Services

Warehouse Services	472,088
1700146 Warehouse Services	<u>472,088</u>

1700151 Water and Sewer - Other

Non Operating	26,651,062
1700151 Water and Sewer - Other	<u>26,651,062</u>
170 Utility Services	<u>139,629,002</u>

<u><u>Report Total</u></u>	<u><u>139,629,002</u></u>
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