PASCO COUNTY UTILITIES SERVICES BRANCH

Citizen's Academy Overview

November 3, 2016

PASCO COUNTY FLORIDA

OPEN SPACES. VIBRANT PLACES.

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Florida's Premier County

Introductions:

Assistant County Administrator, Utilities Services –	Flip Mellinger
Solid Waste Director –	John Power
Operations and Maintenance Director –	Robert Marin
Engineering and Contracts Management Department –	Michael Carballa
Customer Information and Services Department –	Sandra Anderson
Administration and Support Services Department –	Robert Sigmond

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Agenda:

- Department Briefs
- Tour the County's Award winning Waste to Energy Facility
- Tour Shady Hills Wastewater Treatment Plant

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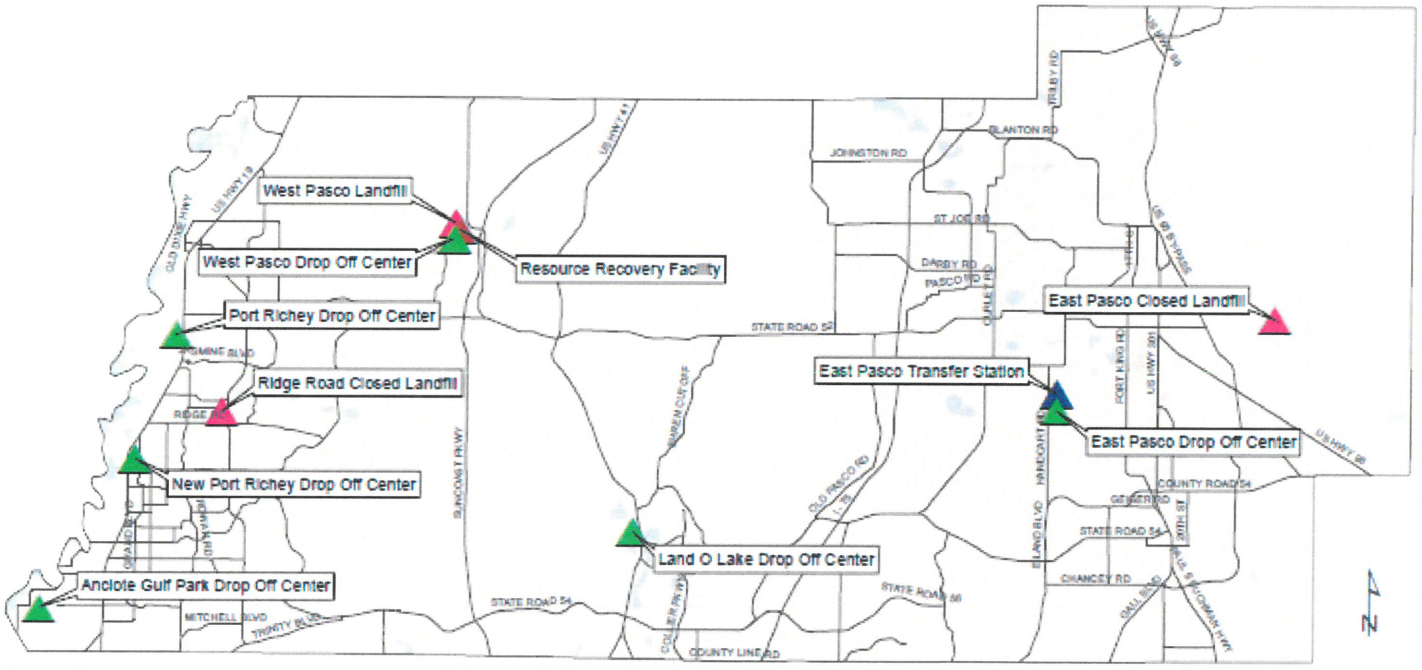
Solid Waste Department

John Power
Pasco County Utility Services Branch
Solid Waste Director

Waste to Energy Facility

Solid Waste System

SOLID WASTE SYSTEM



- Drop Off Center
- Landfill
- Transfer Station
- Resource Recovery

Solid Waste Department Overview

- Collection
- Disposal
- Recycling
- Household Hazardous Waste

Solid Waste - Collection

- Pasco County does not pick up your trash and recycling.
- Trash / recycling picked up by licensed, private hauler you pay directly. Your HOA or CDD may pay this. This is known as "subscription" service.
- *Curbside* trash is collected twice a week. Maximum charged is $12.44 per month. If you have curbside collection service through a licensed hauler, your recycling collection is included. Recycling service must be provided at least twice per month (every other week).
- Your hauler provides the schedule for trash and recycling.
- Pasco residents may take trash (in normal amounts) to Solid Waste facilities without charge.

Solid Waste Disposal

- Your trash is incinerated to produce electricity.
- We have some landfill operations. For example, construction and demolition debris is buried in Class III landfill at the West Pasco Resource Recovery facility.
- Each single-family residential property is assessed $62.00 per year on the non-ad valorem section of the property tax bill. This covers the cost of disposal of normal household waste generated from each household. Multi-family and mobile residences are charged a pro-rated fee. This fee has not changed for nine years.

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Utilities Operations and Maintenance Department

Rob Marin
Pasco County Utility Services Branch
O&M Director

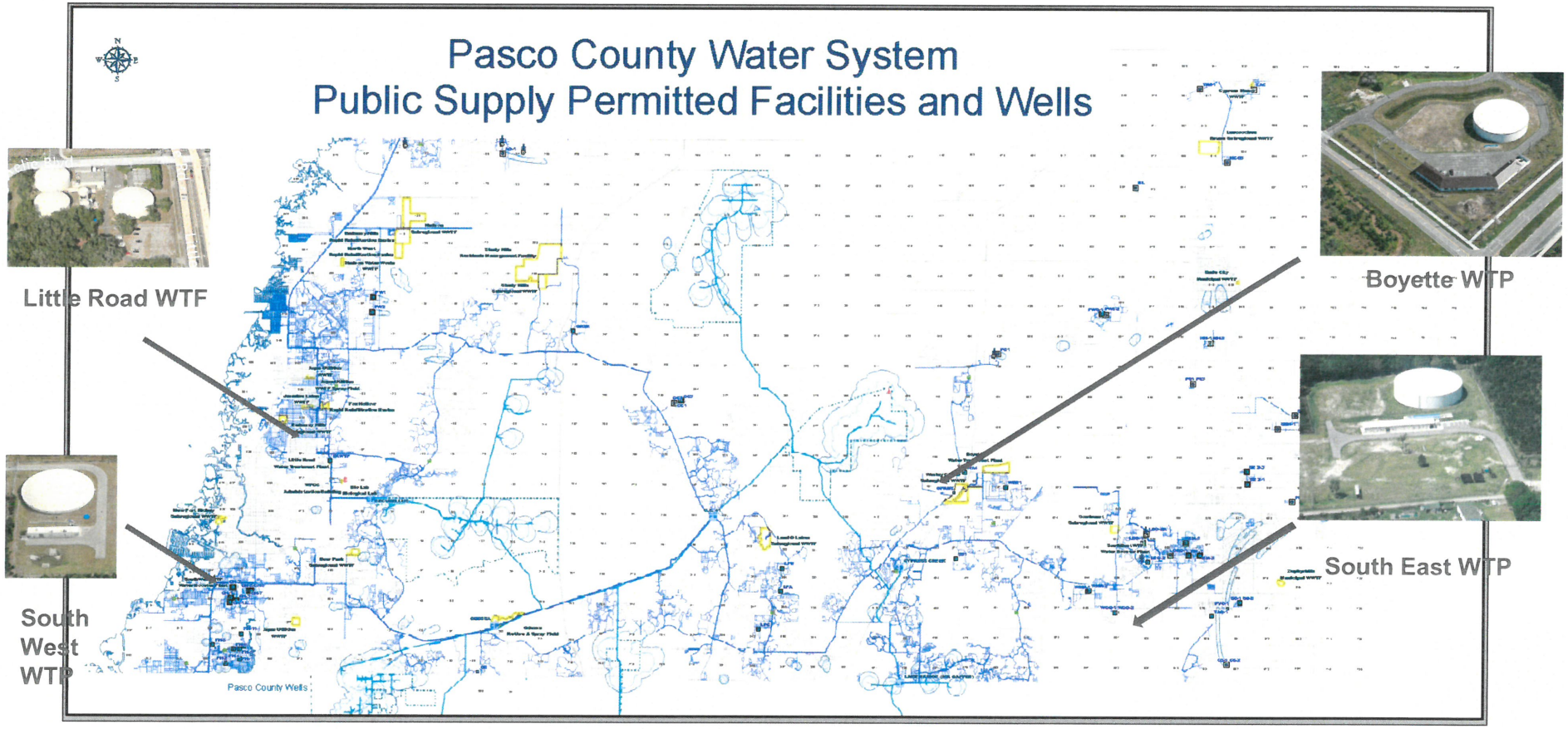
O&M Department Overview

- 274 Employees
  - Roughly ¼ operators and ¾ maintenance
- Core Functions (Across ~750 sq. miles):
  - Water, Waste Water, and Reclaimed Services
  - Systems and Infrastructure
- 110,000 Water/Sewer Service Connections
- 15,500 Reclaimed Water Customers
  - Residential
  - Commercial

Recent Accomplishments

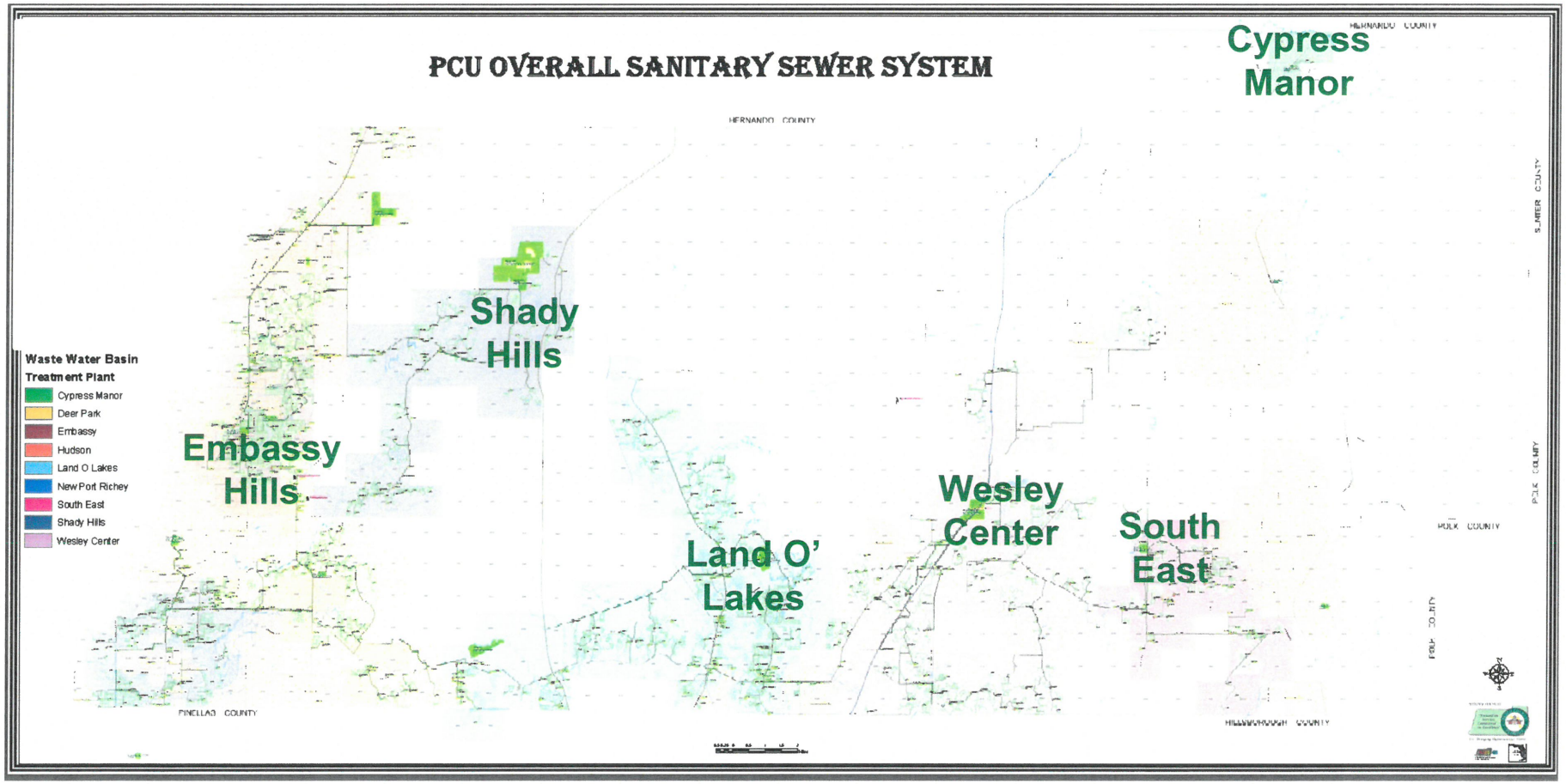
- Summer 2016 -- Commenced Operating Boyette Reservoir
  - Largest of its kind in United States - 500 million gallons
- Increase Training Opportunities
- Developed Partnership with AMSkills Technical High School Program

Water Operations



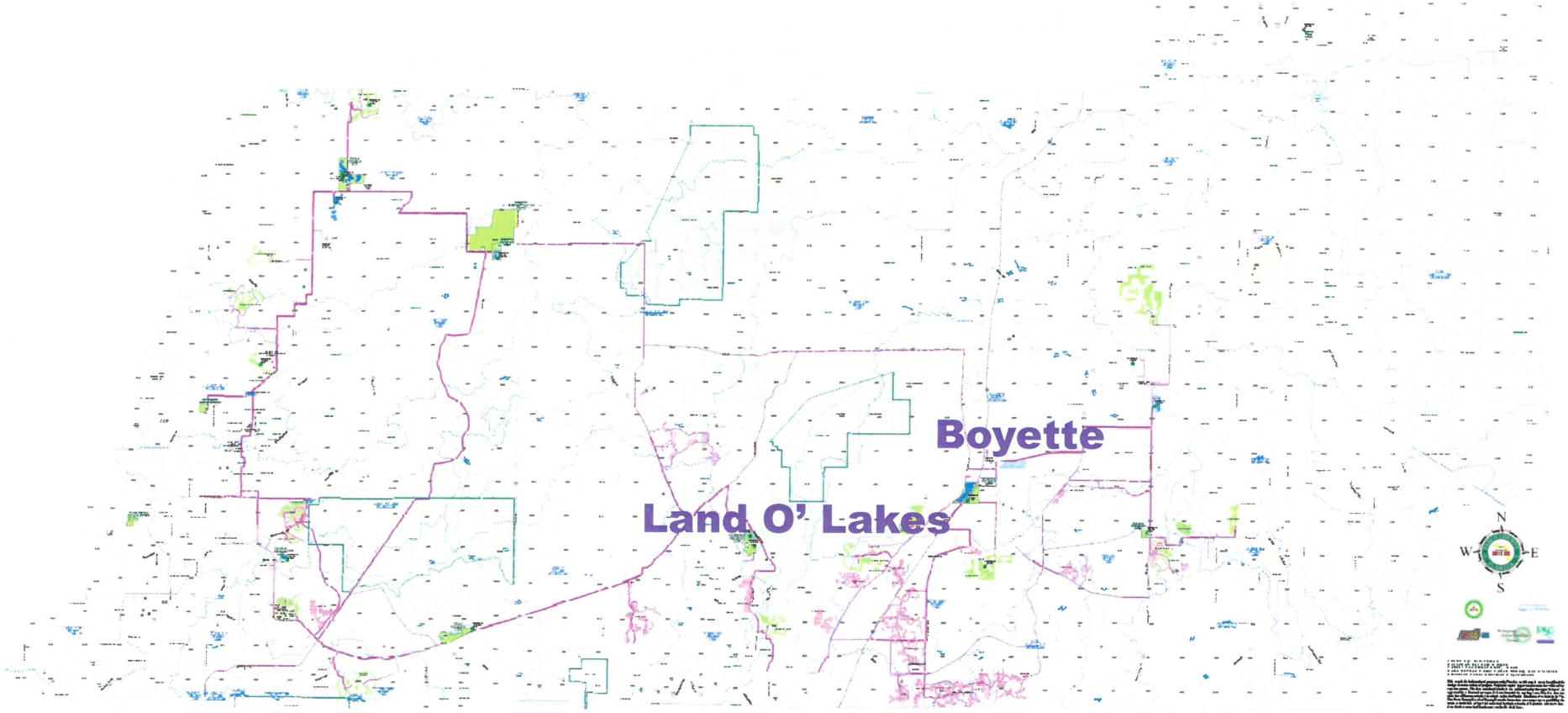
Wastewater Operations

6 Wastewater Treatment Plants



Reclaimed Operations

Pasco County Master Reuse System (PCMRS)



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Engineering & Contracts Management Department

Michael J. Carballa, P.E.
Pasco County Utility Services Branch
Engineering Director

Engineering Department Overview

Provides Engineering Support to Utility Operations

Core Functions:

- System Expansion
- Capital Program Execution - $175 MM
- Technical Support
- Asset Management

36 Full-Time Employees plus Contract Labor

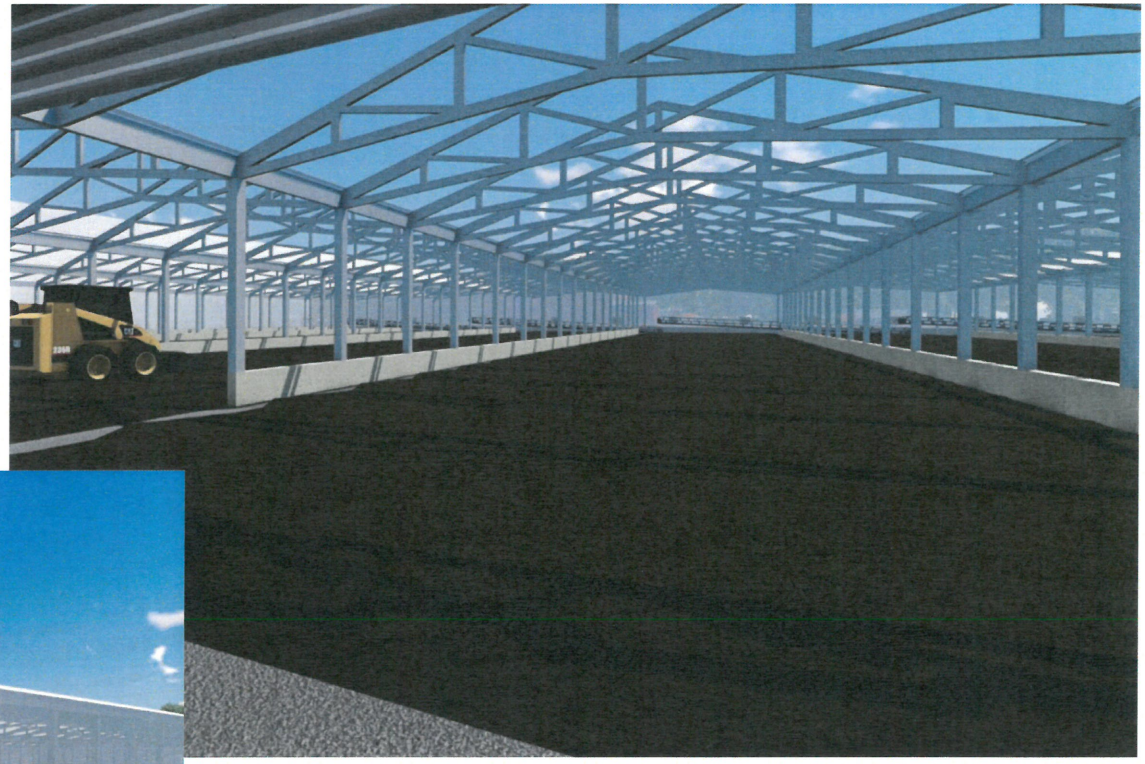
- Planning & Service Commitment: 7
- Capital Delivery: 11
- Operations & Technical Support: 12
- Administration & Other: 6

Recent Major Accomplishments

- Closeout of Florida Department of Environmental Protection Consent Order
- Groundbreaking on Central Pasco Beneficial Reuse Project – "4G"
- Contract Award for Biosolids Processing Facility

"4G" Project Under Construction

Biosolids Design Concept



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Customer Information & Services Department

Sandra E. Anderson, MPA, APR
Pasco County Utility Services Branch
Customer Service r

CI&S Department Overview

- 71 Employees
- Core Functions:
  - Customer Service - 24
  - Billing / Data Entry / Collections - 13
  - Meter Reading - 16
  - Dispatch - 3
  - Risk Management / Support - 8
  - Solid Waste - 5
  - Conservation / Community Education / Outreach - 2
- 110,000 Water/Sewer Service Connections
- 15,500 Reclaimed Water Customers

Recent Accomplishments

- Reduction of Call Wait Time from 10 minutes to less than 2 minutes
- Replacing aging meter endpoints improving service levels and reducing staff time
- Re-Implementation of Customer Information System

CIS Re-Implementation Efficiencies

- Formalized training approach improve customer interaction & response time
- Data scrubbing, verification of active accounts
- Batch Billing; reduces time between reading and billing accounts
- Automation of Delinquency notices; improved collections
- Automatic service orders for turn-on & -off services
- Scheduling of tasks and work orders
- Tracking of Developer Accounts; prevents duplication
- Automated manual reports; reduces late night staff
- Automated pro-rating of bills for new accounts
- New bill presentation
- New Payment Gateway; enhanced pay-by-phone

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Utilities Administration and Support Services

Bob Sigmond
Pasco County Utility Services Branch
Administration and Support Services Director

Administration & Support Services Dept. Overview

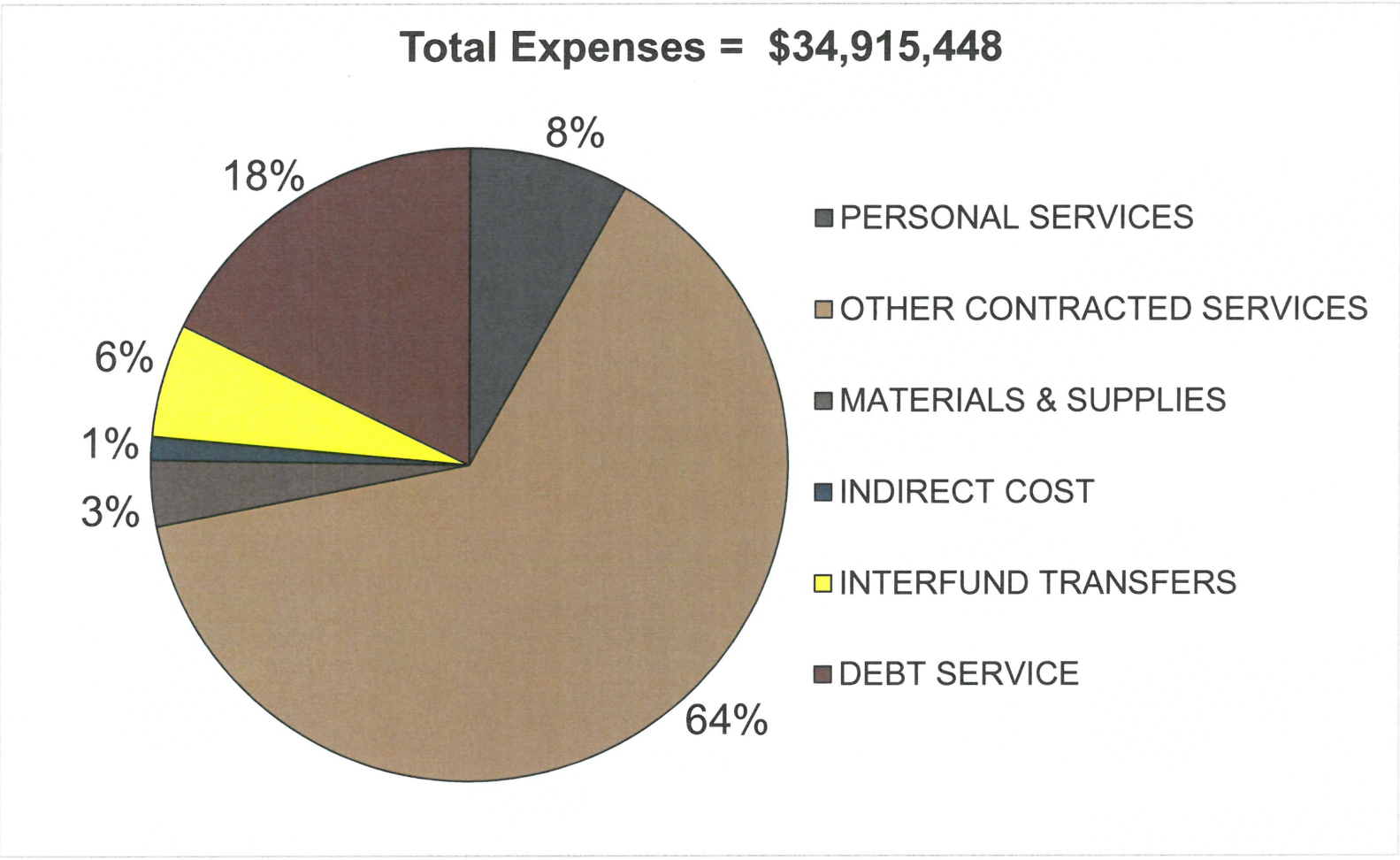
52 Employees

- Administration and Support Services – 23
- Warehouse – 9
- Environmental Compliance – 7
- Environmental Lab – 13

Core Functions

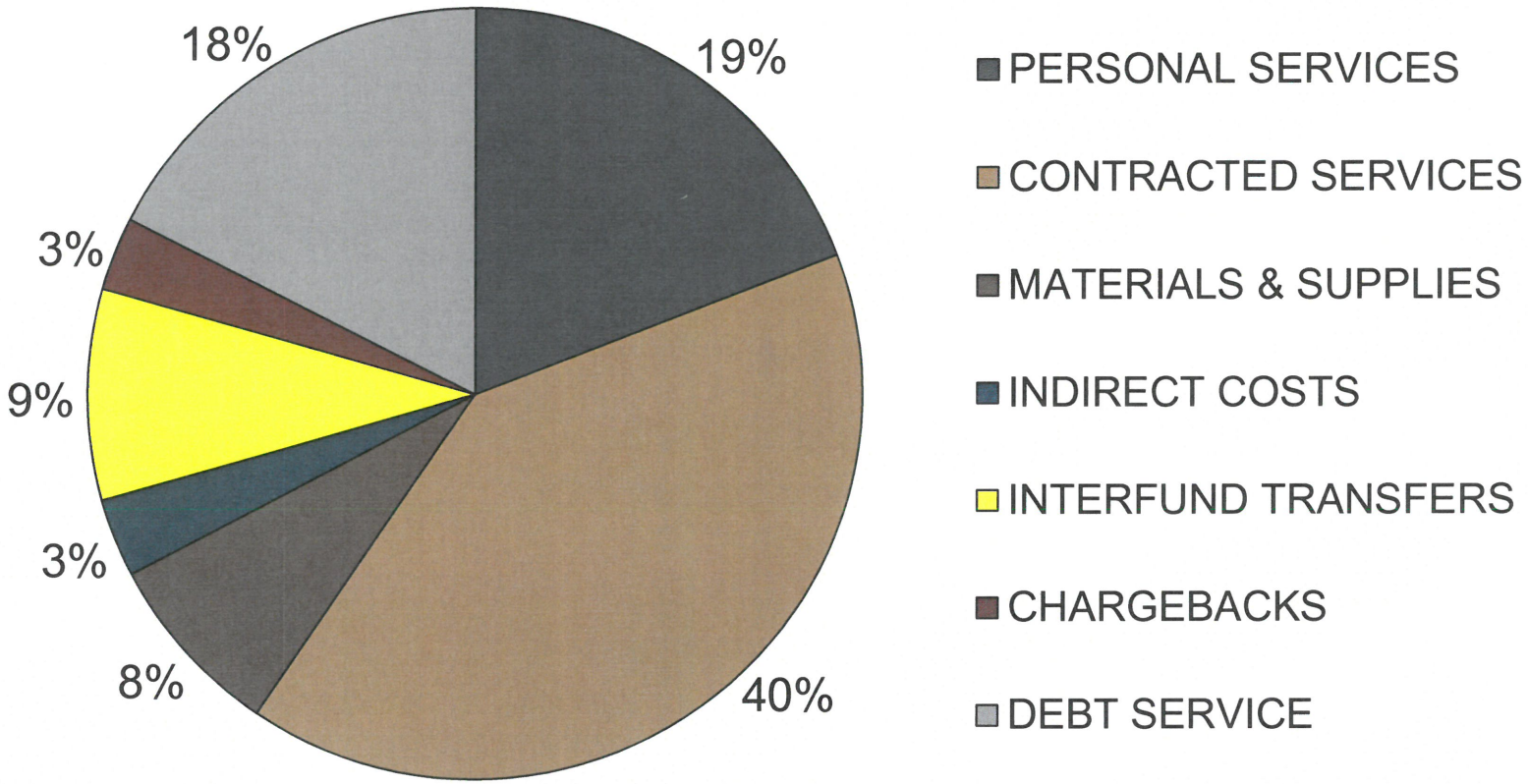
- Organizational Management
- Financial Management
- Warehouse Services
- Environmental Compliance
- Environmental Lab Services

FY 17 Budgeted Solid Waste Expenses



FY 17 Budgeted Water/Wastewater Expenses

Total Expenses = $101,265,120



QUESTIONS?