



Utilities Department

**FY 2017-18
Budget Worksession**

July 17, 2017



Presentation Outline

- **Organizational Chart**
- **Proposed FY 2017-18 Budget**
- **Accomplishments**
- **Budget Challenges**
- **Summary**



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Organization Chart

Director – Raymond E. Hanson, P.E.

**Deputy Director
Teresa
Remudo-Fries, P.E.**

**Solid Waste
Jim Becker**

**Deputy Director
Todd Swingle, P.E.**

**Water
Jackie Torbert**

**Water Reclamation
Mike Hudkins, P.E.**

**Field Services
Troy Layton**

**Assistant Director
Andres Salcedo, P.E.**

Engineering

**Assistant Director
Tim Armstrong**

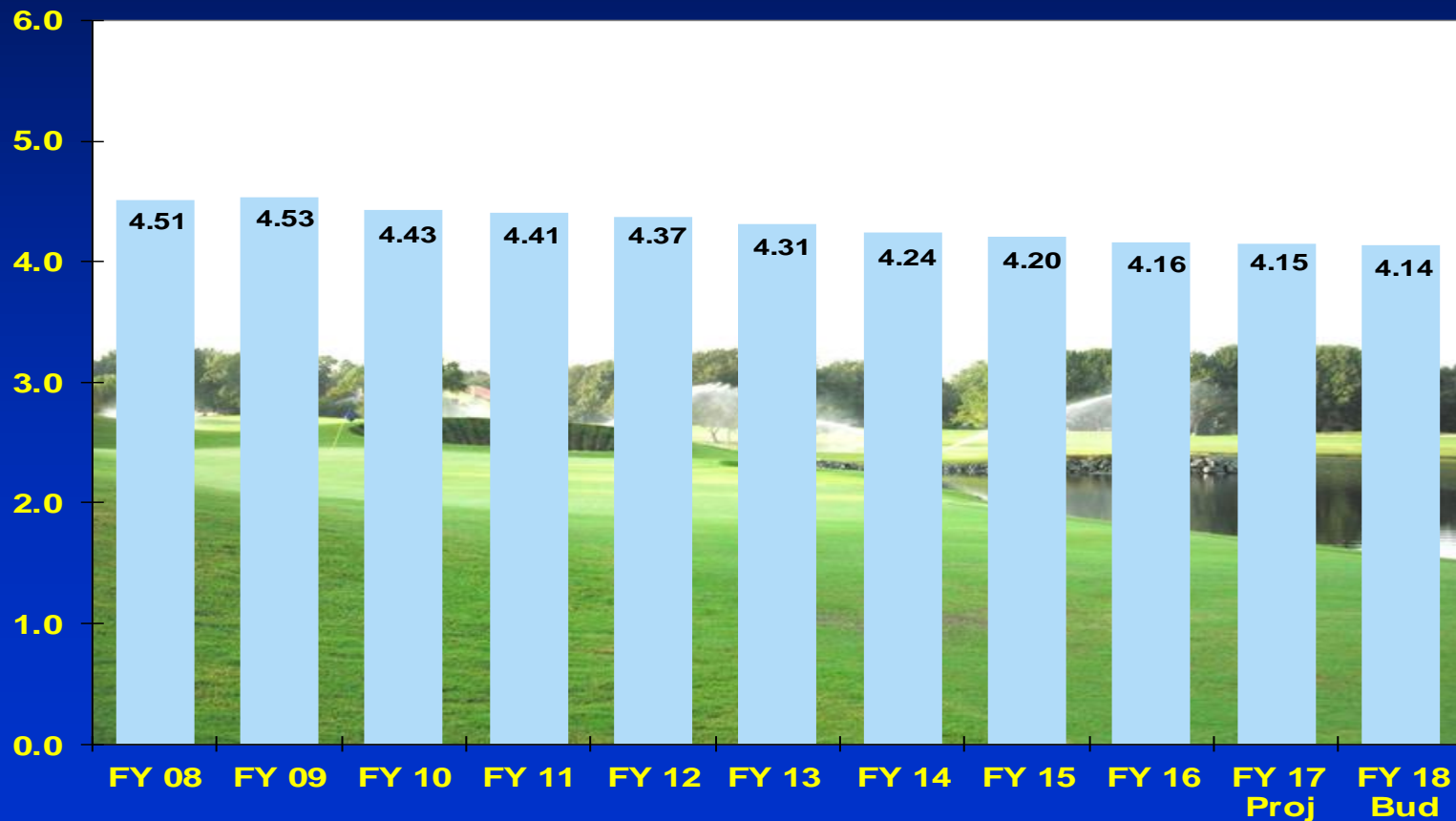
**Fiscal &
Operational Support
Glenn Kramer**

Customer Service



Staffing

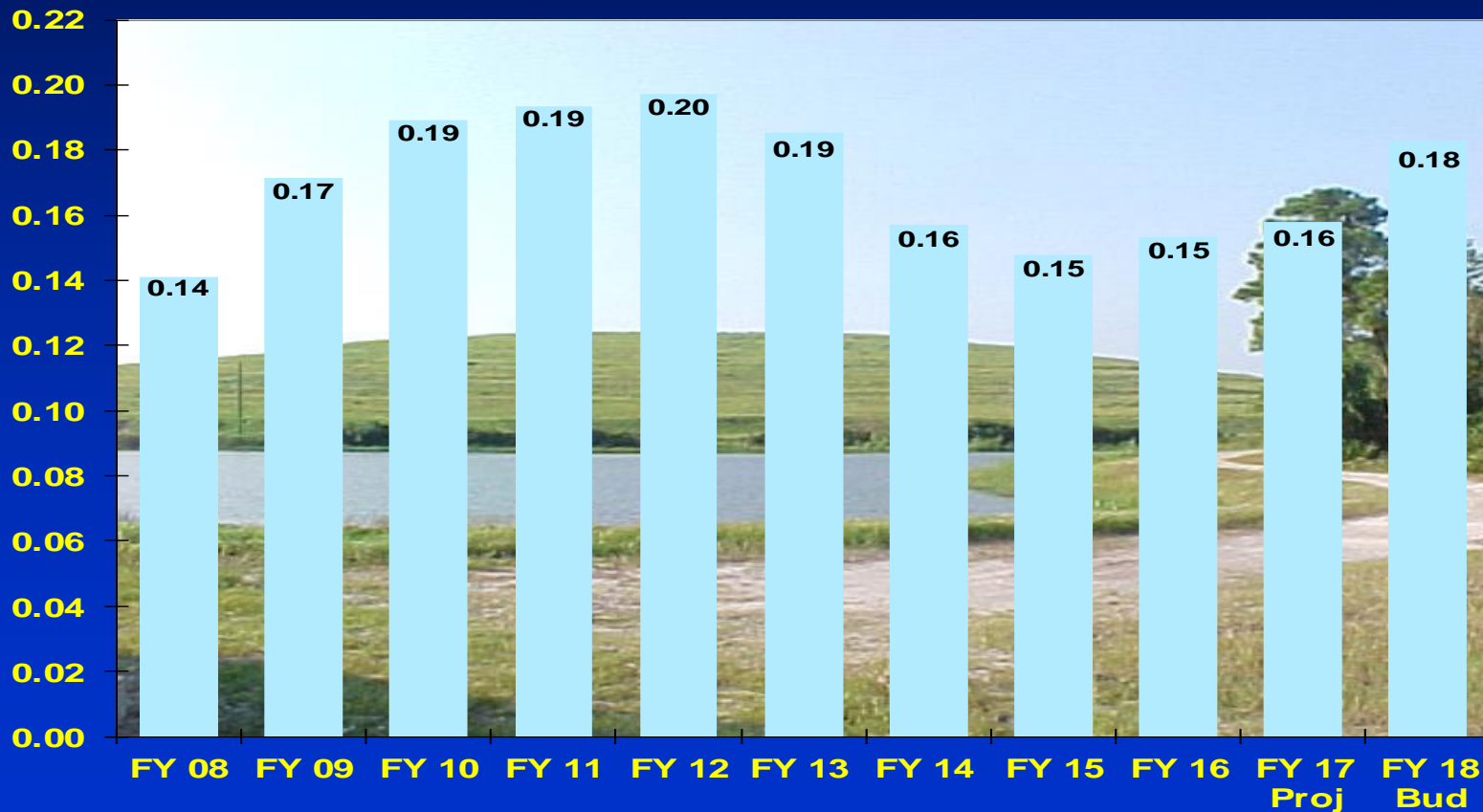
FTEs per 1,000 Water & Wastewater Customers





Staffing

Solid Waste Division FTEs per 1,000 Tons





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Proposed FY 2017-18 Budget

	<u>Current FY 2017</u>	<u>\$ Change</u>	<u>Proposed FY 2018</u>
Personal Services	\$61.7M	\$2.8M	\$64.5M
Operating Budget	\$154.0M	\$7.4M	\$161.4M
Budget Change			4.7%
Staffing	944	13	957





Proposed FY 2017-18 Budget

▪ Budget Increases:

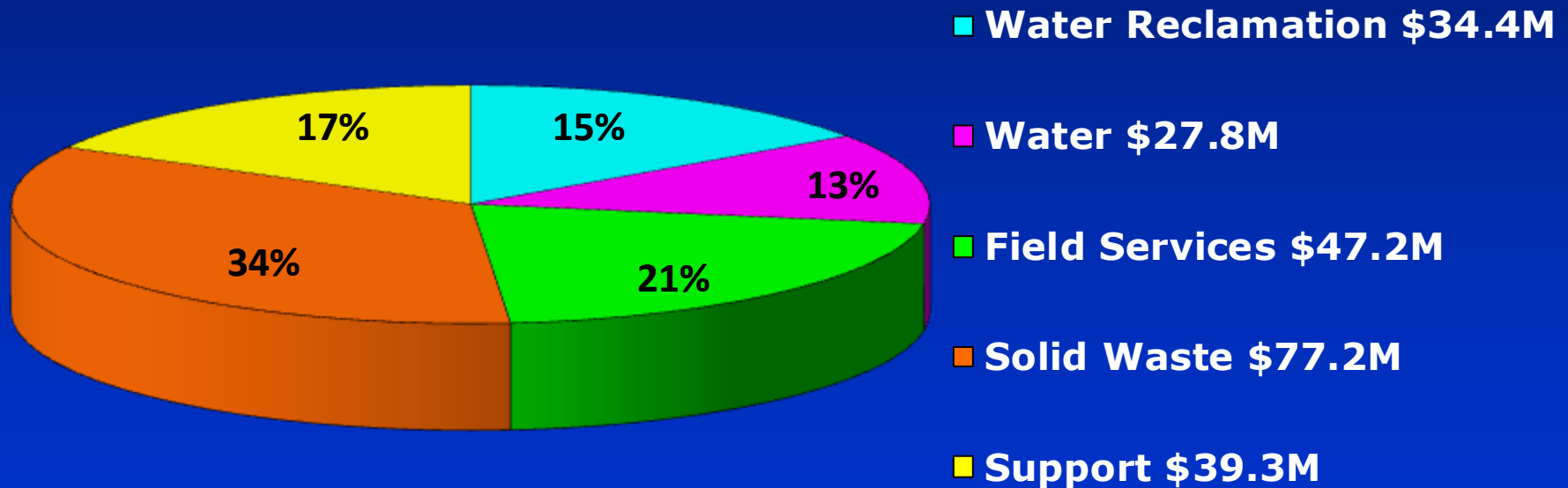
- Mandatory Refuse Program
\$3.8M
- Flow Related Growth
\$1.9M
- Cross Connection Control Program
\$1.8M
- Rolling Stock
\$1.1M
- Indirect Costs
\$1.0M





Proposed FY 2017-18 Budget

**Proposed FY 2017-18
Total Utilities Operating Budget \$225.9M**





Proposed FY 2017-18 Budget

	<u>Current</u> <u>FY 2017</u>	<u>\$ Change</u>	<u>Proposed</u> <u>FY 2018</u>
Capital Improvement Projects	\$182.7M	\$7.0M	\$189.7M
Budget Change			3.8%





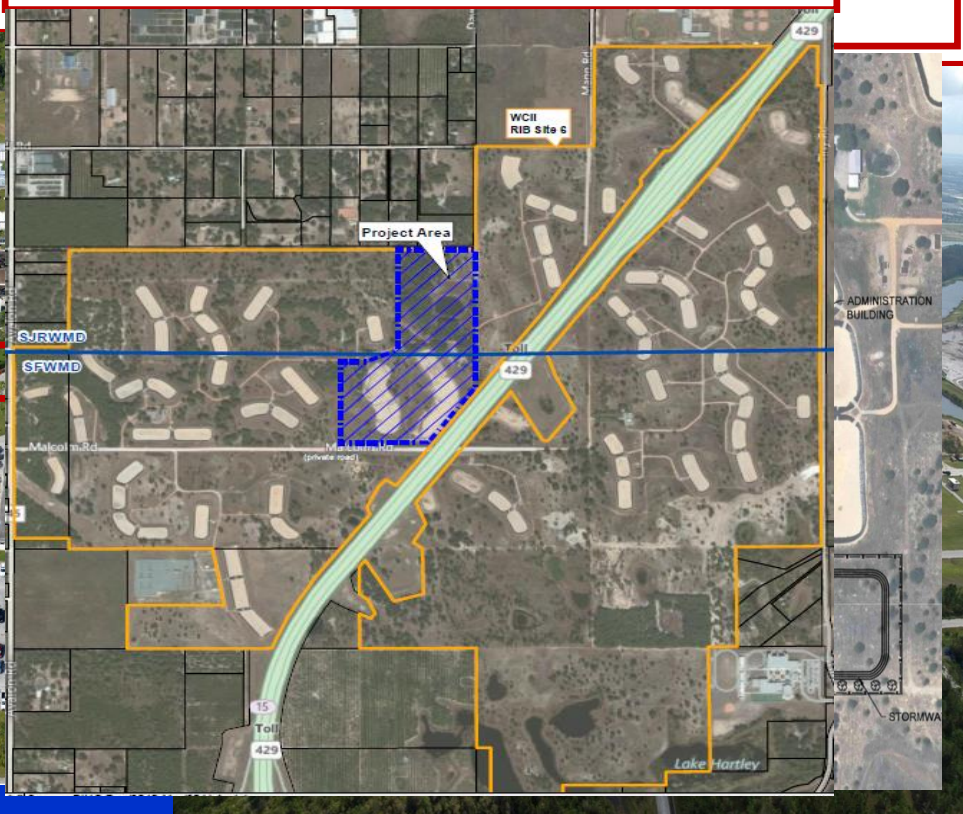
Proposed FY 2017-18 Budget

Treatment Facilities Improvements

Eastern WRF



Malcolm Road WSF





Proposed FY 2017-18 Budget

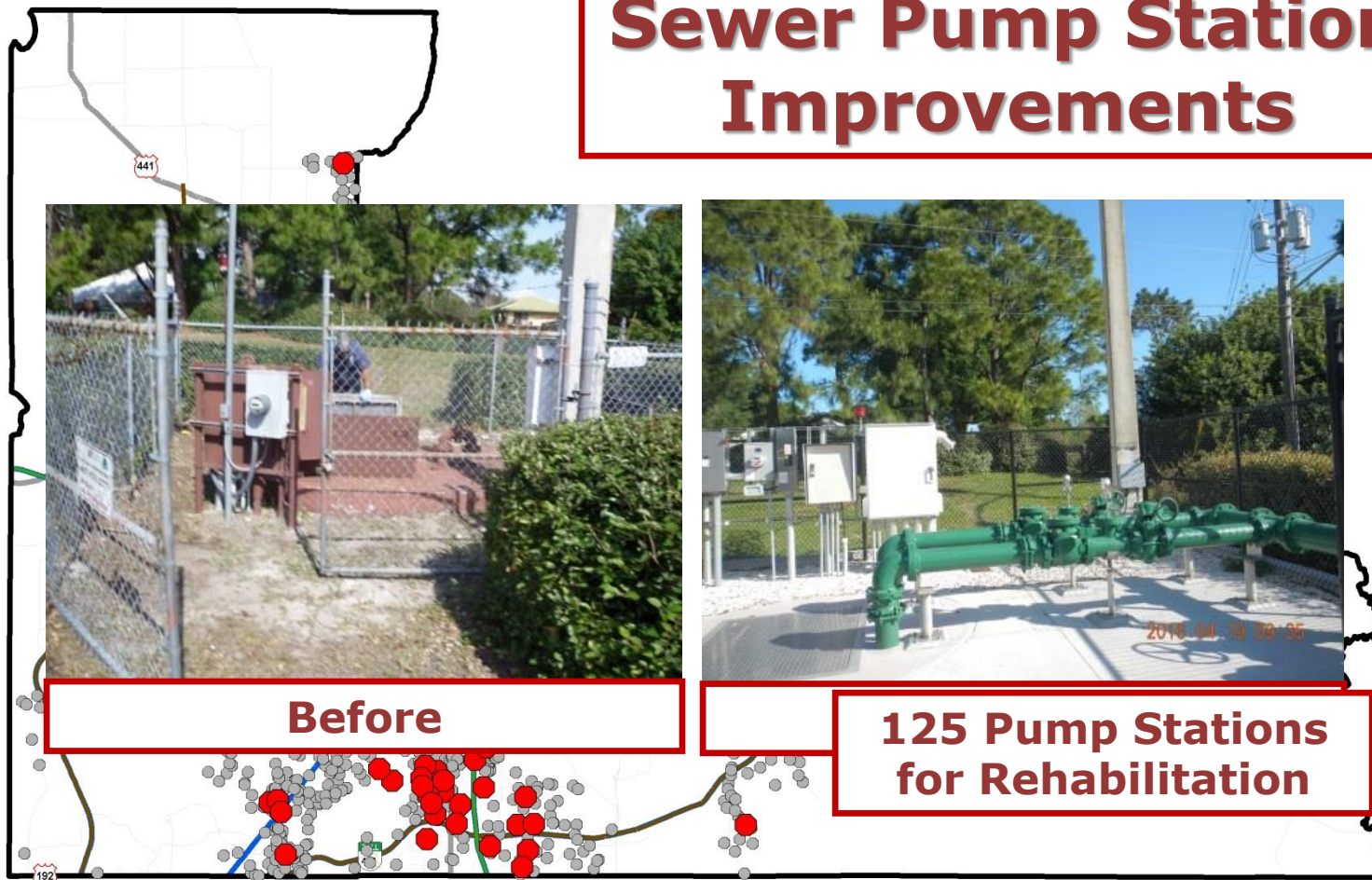
Sewer Pump Station Improvements



Before



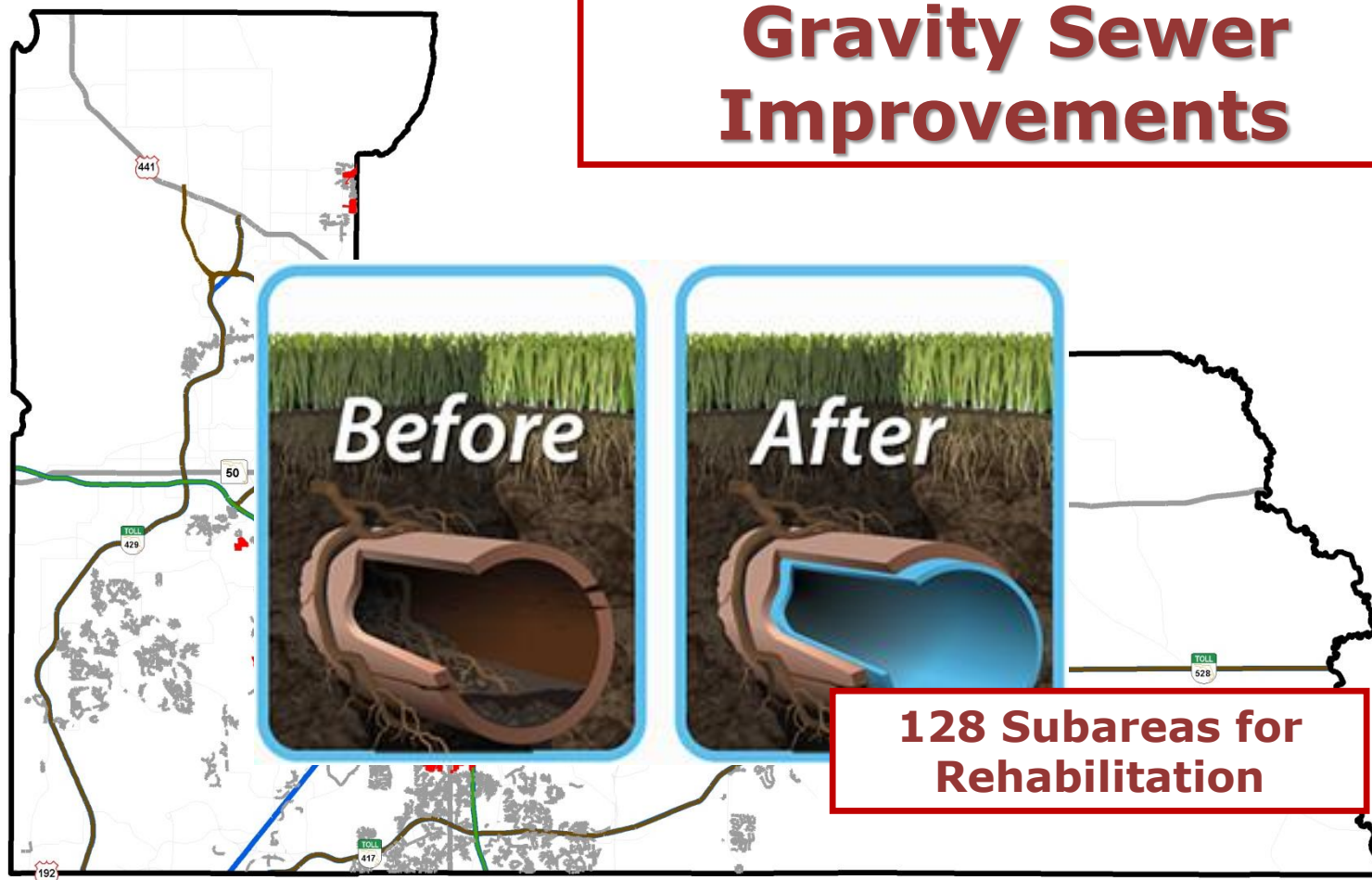
**125 Pump Stations
for Rehabilitation**





Proposed FY 2017-18 Budget

Gravity Sewer Improvements



**128 Subareas for
Rehabilitation**



Proposed FY 2017-18 Budget

Transmission Improvements

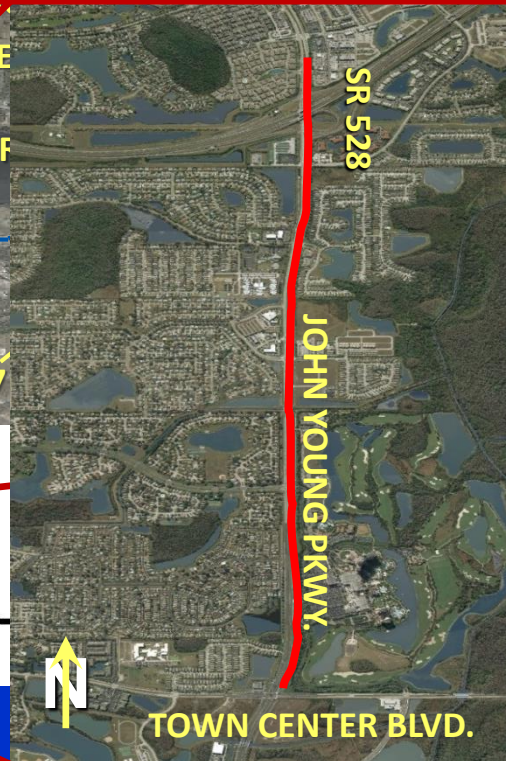
Lake Underhill Road & Econlockhatchee Trail South



Creek Road



John Young Parkway Reclaimed Water Main





Proposed FY 2017-18 Budget



Orange County Landfill



Solid Waste Improvements

McLeod Transfer Station

Porter Transfer Station





Proposed FY 2017-18 Budget

▪ Water & Wastewater System

– Outstanding Debt Service

- Revenue Bonds Series 2016 for \$89.0M
- State Revolving Fund Loans
 - Existing loans for \$66.4M
 - Eastern Water Reclamation Facility Phase V projected borrowing \$33.8M
- Debt Service increasing from \$7.3M to \$9.7M





Proposed FY 2017-18 Budget

▪ Water & Wastewater System

– Potential for new Bond Issue

- Approximately \$49.0M as Phase II of the FY 2016 bond issue
- May be needed toward the end of FY 2018 depending on CIP spending
- Collaborate with Fiscal & Business Services to determine need and optimal timing and sizing of debt





Proposed FY 2017-18 Budget

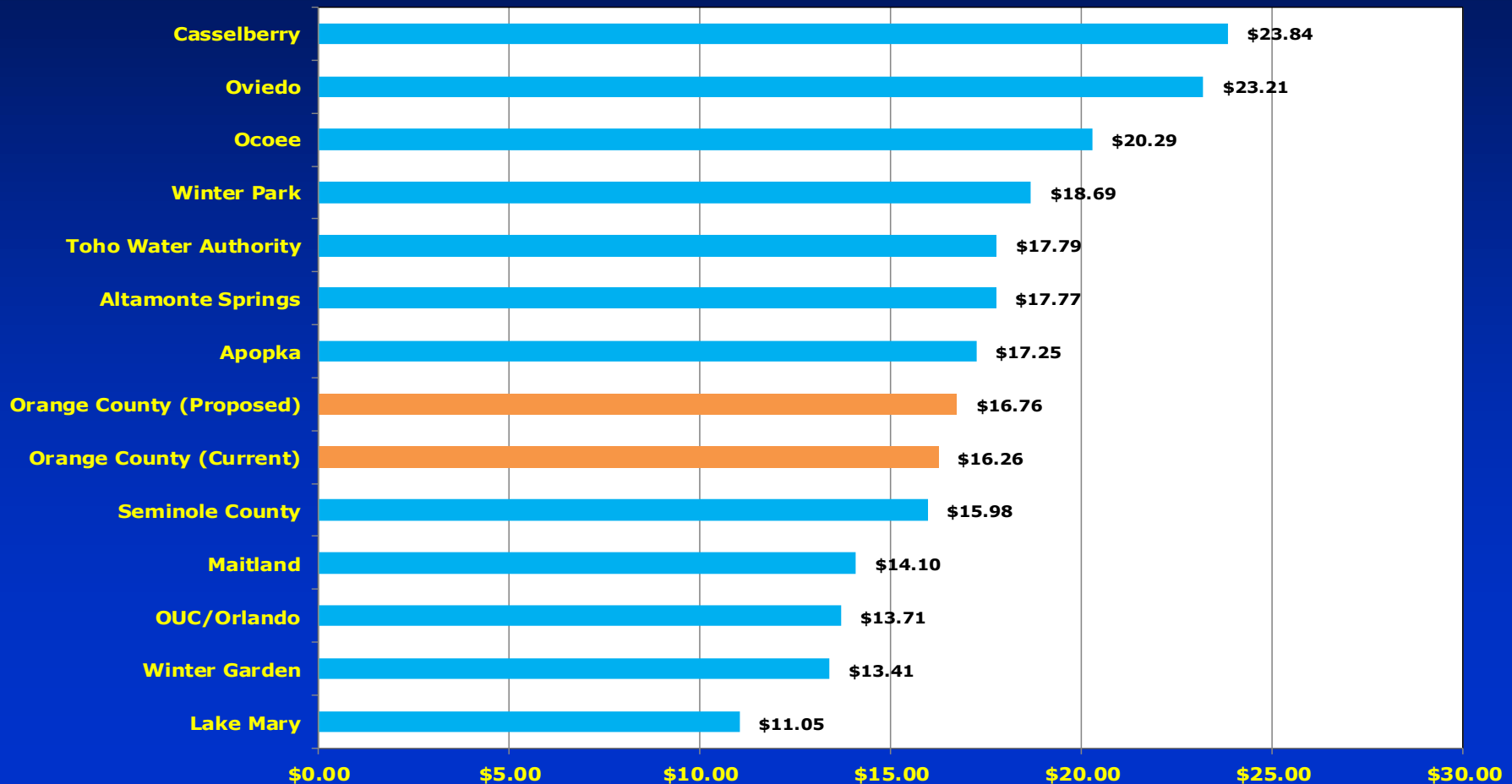
- **3% Rate Increase for Water & Wastewater System Rates**
 - Water
 - Wastewater
 - Reclaimed Water
 - Capacity Maintenance Fees
- **Essential for funding increasing operating costs and debt service**





Proposed FY 2017-18 Budget

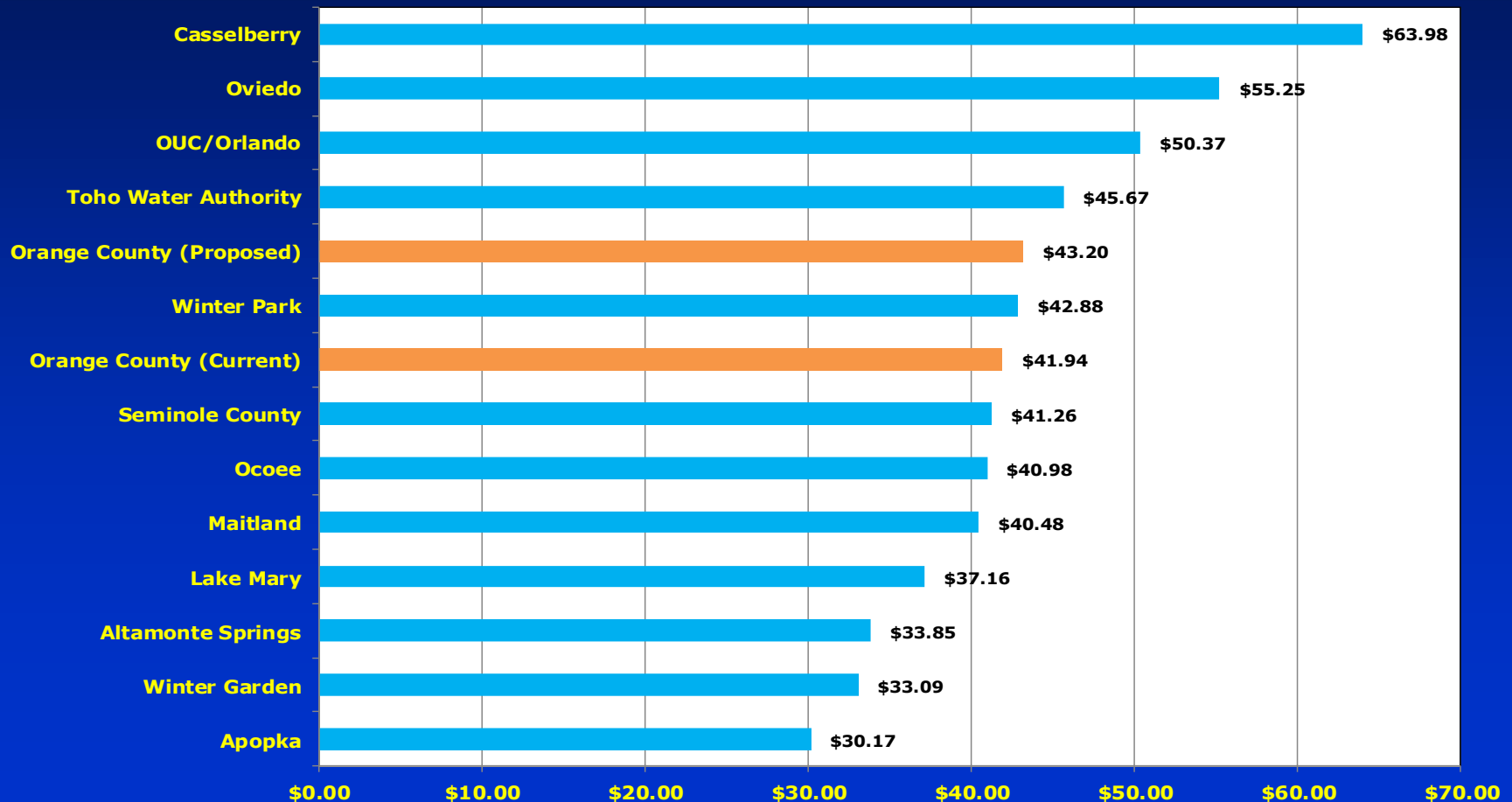
Monthly Water Bill Comparison Single-Family Residential Service (7,000 gallons)





Proposed FY 2017-18 Budget

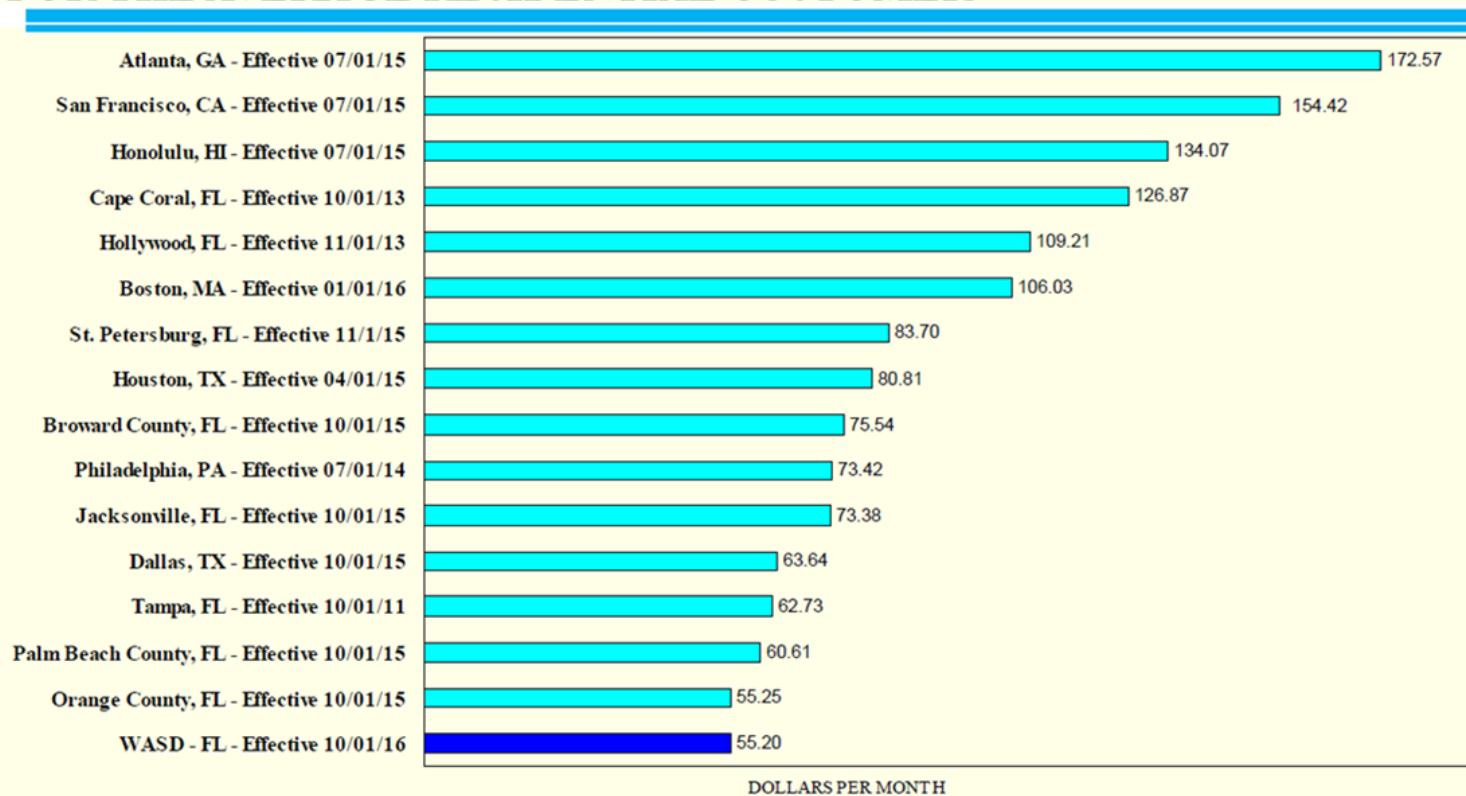
Monthly Sewer Bill Comparison Single-Family Residential Service (7,000 gallons)





Proposed FY 2017-18 Budget

COMBINED WATER AND SEWER BILL FLORIDA MUNICIPALITIES AND MAJOR U.S. CITIES FOR THE AVERAGE RESIDENTIAL CUSTOMER*



* AVERAGE RESIDENTIAL CUSTOMER USING 6,750 GALLONS PER MONTH



Proposed FY 2017-18 Budget

- **New Cross Connection Control Program**
 - Discussed with Board in May
 - \$3.00 per month
 - Residential customers with backflow prevention device
- **Public hearing**
 - Florida Statute requires adoption by resolution of preliminary rate
 - Come back to Board for final approval





Proposed FY 2017-18 Budget

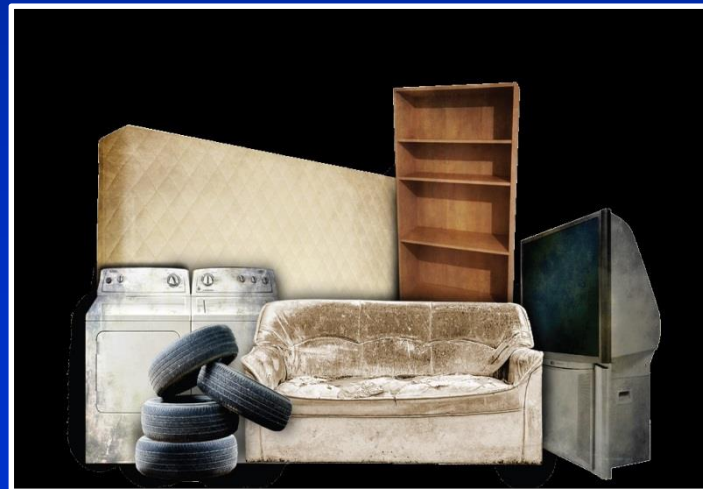
- **Solid Waste Tipping Fees**
 - 3.5% Rate increase
 - Last increase in FY 2011
 - Tipping Fees reduced as a result of the Solid Waste Study in FY 2013
 - Needed to address funding for operations and capital improvements
 - Come back to the Board for a Public Hearing





Proposed FY 2017-18 Budget

- **Mandatory Refuse and Recycling MSBU**
 - Tentative rate set in June at \$220.00 per household
 - Includes new weekly bulk pickup service that begins on January 1, 2018





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Accomplishments

- **Completed annual mechanical and electrical preventive maintenance for all 750 pump stations**
- **Completed annual preventive maintenance for all 10,370 hydrants**
- **Cleaned and inspected 162 miles sanitary sewer gravity main**





Accomplishments

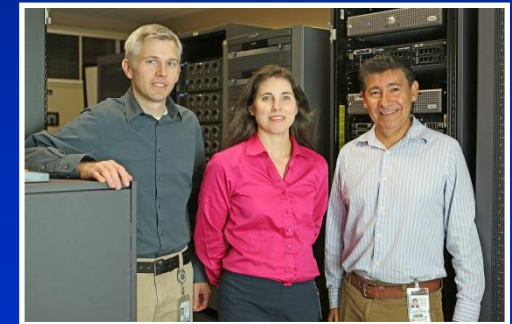
- **Maintained wastewater pump stations through Hurricane Matthew without a sanitary sewer overflow event**
- **Completed the South Water Reclamation Facility condition assessment**
- **Completed first year of 1-1-1 automated collection service**
- **Significantly reduced landfill odors**





Accomplishments

- **Completed two critical upgrades to our Customer Information System, both ahead of schedule & budget**
- **Replaced the Utilities data storage infrastructure to provide added space for growth and increase retrieval speeds**





Accomplishments

- **J.D. Power 2017 Water Utility Residential Customer Satisfaction Study**
 - Received the 2nd highest overall Customer Satisfaction Index
 - Led the nation in Billing & Payment category
 - Led the nation in Customer Service category
 - 2nd in the nation in Price category





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Budget Challenges

- **Water & Wastewater System**
 - **Funding necessary capital improvements**
 - Continued need for borrowing in the near future
 - **Water Supply**
 - Working with partners to develop, manage and implement long-term water supply and water resource solutions
 - Long-term funding for expensive alternative water projects





Budget Challenges

- **Solid Waste System**
 - Increasing operational costs
 - Interim care of closed cells
 - Continued odor control measures
 - Funding necessary capital improvements for transfer stations and new cell construction





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Summary

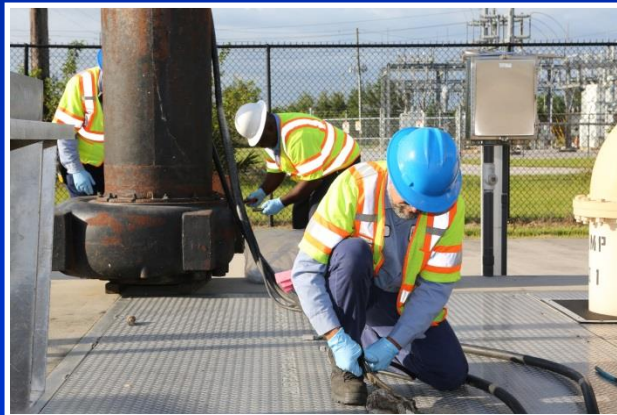
- **Proposed FY 2017-18 budget reflects:**
 - **Increase in overall operating budget**
 - **Mandatory Refuse and Recycling Program adds once per week bulk pickup starting January 1, 2018**
 - **Cross Connection Control Program**
 - **Continued infrastructure expansion to address growth**





Summary

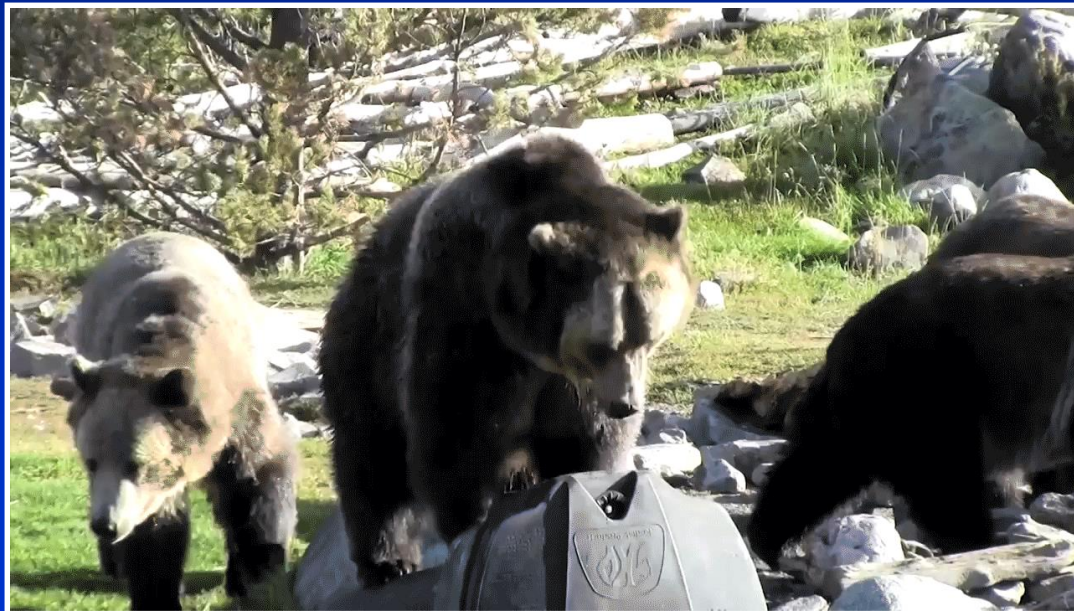
- **Proposed Rate Changes:**
 - **3% increase in Water and Wastewater System rates**
 - **New Cross Connection Control Program Fee**
 - **3.5% increase in Solid Waste Tipping Fees**





Summary

- **Current and Future Initiatives:**
 - **Water supply and conservation**
 - **Continued priority on customer service**
 - **Bear resistant carts**





Summary

- **Current and Future Initiatives:**
 - Building capacity to serve future growth
 - Programs to address system reliability and safety
 - Ongoing outreach to promote recycling





Utilities Department

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