

WATER & SEWER ENTERPRISE FUNDS

OPERATED BY UTILITY SERVICES

Chris Helfrich, P.E., Director
Vacant, Deputy Director

The mission of the Utility Services Department, operating in the Water & Sewer Enterprise Funds, is to provide water and sewer services to approximately 34,600 accounts, including residential, commercial, industrial and educational. The service area extends from the Atlantic Ocean on the east to the Florida Turnpike on the west. The northern and southern service boundaries are the City limits. The service area encompasses approximately 35 square miles.

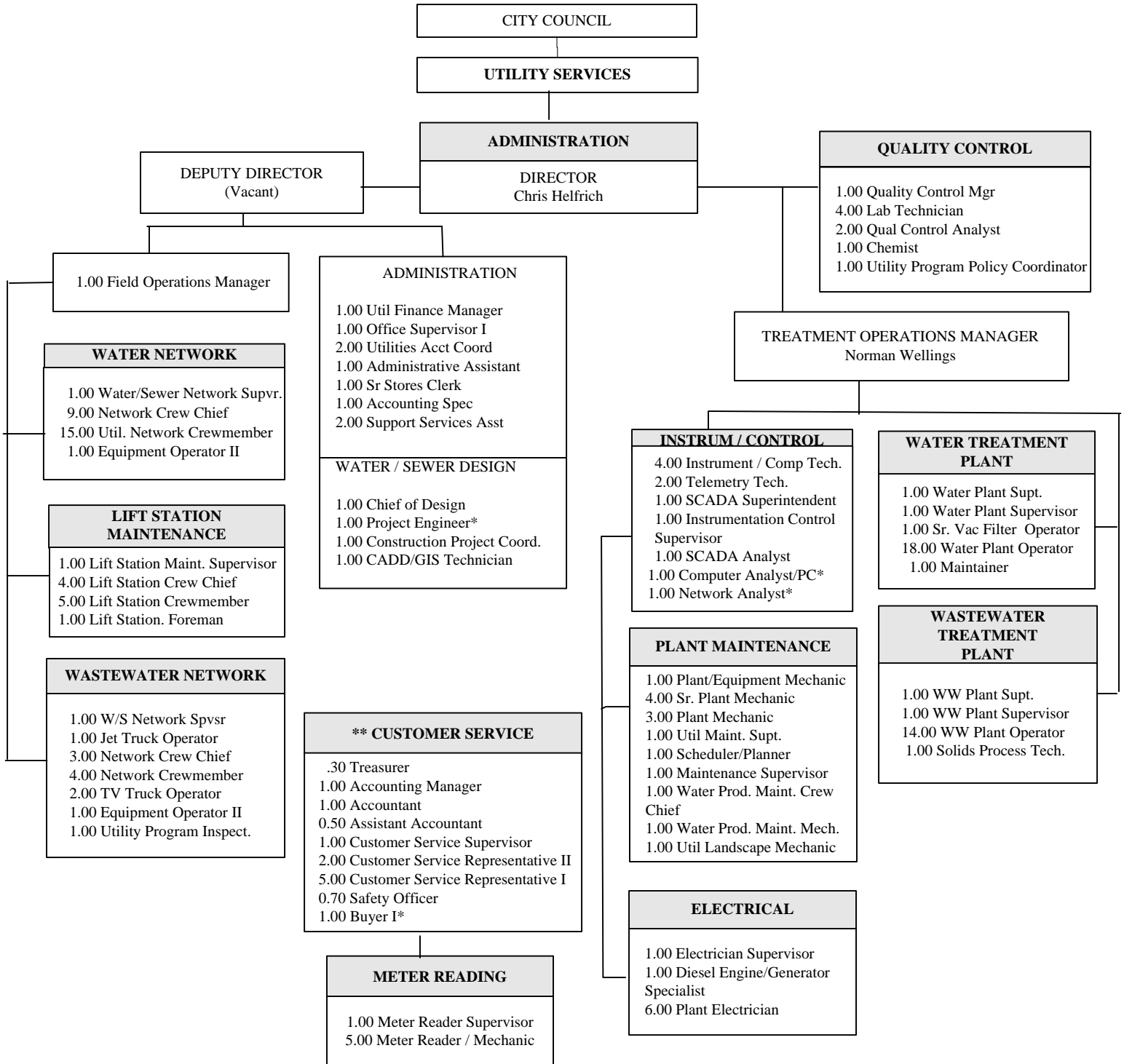
Glades Road Water Treatment Plant (WTP) has a treatment capacity of 80 MGD with fully computerized control and monitoring of the supply, production and distribution facilities. This includes a 40 MGD membrane Softening Plant to replace a portion of the Lime Softening Facility.

The Wastewater Treatment Plant has a treatment capacity of 17.5 million gallons per day (MGD). An integral part of the plant is a wastewater reuse system, which is capable of treating 9 MGD of effluent for irrigation purposes and in-plant use.



DIVISION	APPROVED 2009-10 BUDGET
Administration	\$ 14,130,000
Water	11,762,900
Wastewater	7,312,700
Customer Service	887,200
W/S Renewal & Replacmt	8,170,000
W/S CIP Bond	2,500,000
Water Impact	2,500,000
Capital Projects/Transfers	20,680,200
Debt Service	4,617,800
Reserves	38,216,000
TOTAL	\$ 110,776,800

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	11,181,303	12,007,800	12,007,800	12,161,100
Other Operating	18,078,635	19,405,000	19,770,700	17,319,200
Supplies	3,541,374	4,350,400	4,617,300	4,447,800
Capital Outlay	1,916,647	25,974,800	35,224,900	25,494,300
Transfers	29,157,678	8,783,100	8,783,100	8,520,600
Debt Service	2,017,042	4,279,500	4,279,500	4,617,800
Depreciation	9,911,465	-	-	-
Sub-Total	75,804,144	74,800,600	84,683,300	72,560,800
Reserves	54,356,620	35,683,900	35,683,900	38,216,000
TOTAL	130,160,764	110,484,500	120,367,200	110,776,800
Full-time Employees	165.50	165.50	165.50	166.50



* 1 Computer Analyst/PC (Admin) transferred to Instrumentation/Control
 1 Network Analyst (Admin) transferred to Instrumentation/Control
 1 Utility Program Coordinator (Wastewater Network) converted to Project Engineer (Water/Sewer Design)
 +1 Buyer I (Customer Service) moved from RS/Admin (Management Assistant0)

** Supervised by the Financial Services Department

Approved Positions FY 08/09	165.50
Revised Positions FY 08/09	+1.00
Personnel Changes FY 09/10	
Approved Positions FY 09/10	166.50

ADMINISTRATION

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	4,993,047	5,115,400	5,115,400	5,187,400
Other Operating	8,394,748	9,196,500	9,064,400	8,322,400
Supplies	423,330	334,500	364,200	387,000
Capital Outlay	-	191,800	191,800	112,800
Transfers	60,000	201,200	201,200	120,400
Depreciation	4,320,228	-	-	-
TOTAL	18,191,353	15,039,400	14,937,000	14,130,000

Description of Division and Activity

Oversee and direct the operation, maintenance and construction activities within the Department.

Goal

Provide efficient customer service for the residents and businesses in the community. Ensure that all process control functions meet the highest quality control standards. Complete quality construction projects on schedule and within budget.

Objectives 2009-10

- Full Implementation of internal Utility Inventory System
- Implementation of an internal Reliability Centered Maintenance Program
- Begin construction of Boca Raton Heights Drainage Improvements.
- Implementation of DEP Cross Connection/Backflow rulemaking requirements

Achievements 2008-09

- Complete construction of Hidden Valley Sewer and Water Improvements.
Project completion date expected September, 2009.
- Implementation of internal Asset Management System.
Ongoing.
- Partial Implementation of internal Utility Inventory System.
Ongoing.
- Centralized departmental warehouse and inventory system.
Project completion date expected September, 2009.
- Moved all backflow accounts to automatic billing.
Project completed October, 2008.
- Began implementation of an internal Reliability Centered Maintenance Program.
Ongoing.
- Begin design of Boca Raton Heights Drainage Improvements.
Project completion date expected September, 2009.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
<i>World Class Municipal Services</i> Percentage of Utility employees attending training courses 20 or more hours per year	70%	75%	70%	65%	65%
<i>Financially Sound City Government</i> Meter reading accuracy rate	99%	99%	100%	99%	99%
% of stopped registers in system	1%	1%	1%	1%	1%
% of work orders completed within 1 business day (including tests)	90%	90%	90%	90%	90%

WATER

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	2,881,244	3,094,200	3,094,200	3,164,900
Other Operating	4,231,786	5,605,400	5,406,100	5,713,000
Supplies	2,153,543	2,678,100	2,924,100	2,715,500
Capital Outlay	-	136,000	136,000	169,500
Depreciation	510,932	-	-	-
TOTAL	9,777,505	11,513,700	11,560,400	11,762,900

Description of Division and Activity

Operation and maintenance of a 70 MGD Water Treatment Plant. Maintain over 540 miles of water mains and 5,000 fire hydrants. Operation and maintenance of 56 raw water production wells. Provide laboratory testing.

Goal

To provide treatment, distribution, and storage of potable water for human consumption, irrigation and fire protection in conformance with local, state and federal standards.

Objectives 2009-10Water Treatment Plant

- Continue with security enhancements at Water Treatment Plant and Distribution System.
- Began design of concentrate system for reuse application.
- Continue upgrading/rehabilitating system.

Water Network

- Review of GIS and outsourcing of valve locations.

Achievements 2008-09Water Treatment Plant

- Developed Department-wide Security Master Plan.
Ongoing.
- Began study of concentrate from Membrane Softening Facility as an irrigation source.
Project completion date expected September, 2009.
- Continue optimization of Membrane Softened Facilities and Lime Softened Facilities.
Ongoing.
- Completion of master plan for security enhancements at Water Treatment Plant and Distribution System.
Project completed November, 2008.
- Received 20 yr Consumptive Use Permit from South Florida Water Management District.
Project completed July, 2008.

Water Network

- Consistently respond to customer inquiries within 1 hour or less.
Ongoing.
- Development of Master Plan for Water Distribution System.
Project completed November, 2008.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
<i>World Class Municipal Services</i> Percentage of time drinking water surpasses state/federal standards	100%	100%	100%	100%	100%
<i>Strong Partnership with Our Stakeholders</i> Percentage of water service calls responded to within 2 hours.	100%	100%	100%	100%	100%

WASTEWATER

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	2,578,333	2,991,700	2,991,700	2,930,200
Other Operating	3,960,289	2,324,900	2,457,900	3,010,400
Supplies	963,855	1,336,800	1,328,000	1,345,100
Capital Outlay	-	34,000	39,000	27,000
Depreciation	794,415	-	-	-
TOTAL	8,296,892	6,687,400	6,816,600	7,312,700

Description of Division and Activity

Operation and maintenance of a 17.5 MGD Wastewater Treatment Plant and 233 lift stations. Maintain over 106 miles of force mains and over 340 miles of gravity sewers.

Goal

To provide treatment and disposal of wastewater in conformance with all local, state and federal standards. Monitor commercial, institutional and industrial firms for compliance with the wastewater pretreatment standards.

Objectives 2009-10

Wastewater Plant

- Expansion of the On-site Reclaimed Treatment Facility to provide capability of utilizing 100% of available effluent for reuse
- Expansion of the Reclaimed Water Distribution System-Pump Station, Tank and Distribution System.
- Completion and operation of the Solid Waste Authority Pelletization Facility.
- Receive DEP Wastewater Permit.

Lift Station Maintenance

- Reduce the number of one-pump lift stations to less than 5% of our total number of stations at all times.

Waste Water Network

- Continue reinvesting in wastewater infrastructure
- Completion of design for Intracoastal wastewater force main.
- Ongoing system wide septic Tank Replacements with Sanitary Sewer.

Achievements 2008-09

Wastewater Plant

- Complete design of Reclaimed Water Production facility.
Project completed November, 2008.
- Complete construction of reclaimed pipeline to Broken Sound East.
Project completed December, 2008.

Lift Station Maintenance

- Finalize standard contracts for emergency repairs.
Project completion date expected November, 2009.

Waste Water Network

- Continue rehabbing wastewater infrastructure to maintain quality service.
Ongoing.
- Ongoing enhancement and repair/replacement of utility infrastructure
Ongoing.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
<i>World Class Municipal Services</i> Percent of raw waste water flowing into treatment facility.	100%	100%	100%	100%	100%