

# COUNTY MANAGER'S ANNUAL REPORT



# DEPARTMENT ACCOMPLISHMENTS

# 2015

## ENVIRONMENTAL SERVICES DEPT

### CAROL HUNTER, P.E., DIRECTOR



The Environmental Services Department provides high quality drinking water from five water treatment plants utilizing Ozone, Granular Activated Carbon, and Ion Exchange treatment processes. The Department also provides reliable sewer collection and treatment from 300 lift stations and two wastewater treatment plants, and sustainable irrigation with reclaimed water supplemented by the surface water treatment facility. The Solid Waste Division oversees refuse disposal services for Seminole County residential and commercial customers, and provides management of the Central Transfer Station and Landfill. The County's solid waste services include residential collection of waste and recyclables, household hazardous waste management and disposal of solid waste. The Environmental Services Department provides all these services through a dedicated staff of 203 employees within four (4) divisions: Business Office, Solid Waste, Utilities Engineering and Utilities Operations.

## 2015 ACCOMPLISHMENTS

### **Business Office:**

In August of 2015, the Customer Service team completed a project that electronically transmits check payments for deposit, and no longer requires paper checks for deposit in the bank. The Customer Service team has historically handled approximately 17,000 checks per month. By electronically depositing checks, approximately 6 hours a day of staff time has been saved, increasing the level of service in answering and returning customer telephone calls and emails. This move has also decreased the amount of time needed to process new accounts, lien requests, and leak adjustments.

### **Solid Waste Management:**

Fiscal Year 2015 Production / Management:

- 314,461 tons of solid waste
- 59,023 tons of yard waste
- 13,314 tons of residential recyclables
- 8,877 tons of wastewater sludge hauled
- 13,949,542 gallons of leachate hauled
- 445,000 pounds of residential e-scrap
- 1,088,666 pounds of hazardous waste
- 5,520 pounds of waste tires
- 4,832 recycling bin requests filled
- 12,000 residential customer calls answered

During this year, the landfill collected 512 million standard cubic feet of landfill gas which was converted to over 24 million KWH of electricity – enough to power nearly 2,000 homes. In 2015, a project was completed to improve the efficiency of landfill gas collection. Monthly production received a boost of about 30%, so the 2016 production is expected to power another 600-700 homes.

### **Utilities Engineering:**

The Environmental Services Utilities Engineering Division is comprised of 18 team members consisting of Engineers, Project Managers, Construction Manager and Inspectors, Cross Connection Control Inspector and support staff. The Division is responsible for all aspects of the Capital Improvement Projects from conception to final close out. In Fiscal Year 2015, Utilities Engineering completed approximately \$19 million dollars in projects. In addition to the capital program, Utilities Engineering assisted the Development Services

**Continued on Next Page**

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Division and reviewed over 300 projects and provided inspection of the construction projects containing utilities that will become part of the Environmental Services infrastructure. Utilities Engineering is also responsible for maintaining a GIS database of all of the water, wastewater and reclaimed water infrastructure and recently completed a map-book to assist Environmental Services Field Staff in locating utilities throughout the County.

### Utilities Operations:

Over 5.654 billion gallons of potable drinking water and 1.4 billion gallons of reclaim irrigation water were distributed to Seminole County customers. As for wastewater, approximately 1.6 billion gallons of wastewater was treated. The Water Conservation Section exchanged over 250 high-flow shower heads, for low flow shower heads and provided low flow bathroom and kitchen sink aerators that could produce over 1.5 million gallons of potential water savings annually.

## LOOKING FORWARD

**In 2016, the Environmental Services Department will continue to seek out new initiatives and update operational practices to gain greater efficiencies. Some new initiatives include:**

- *Expanded utility and solid waste payment options; auto pay, pay by phone, etc.;*
- *Enhanced customer service by reducing hold time to less than a minute and expanded staff training;*
- *Installation of a New scale houses at the landfill;*
- *Continuation of the meter rerouting and AMR conversion project;*
- *In-house design and engineering evaluations for water resource sustainability and treatment process studies;*
- *Refine the Capital Renewal & Replacement program for horizontal assets;*
- *Complete the asset management system;*
- *Implement dispatch position to streamline customer service issues by resolving work orders with field operations (leaks, misreads, meter change out, etc.);*
- *Improved warehouse functionality utilizing a bar code system;*
- *Reduce main break repair time utilizing a mobile repair trailer and enhanced equipment training; and*
- *Apply for water conservation grant funding for the meter replacement program within the Wekiva Basin.*