



# Public Services: 2017 End of Year Report

## Department Mission

- Maintain and expand services in a manner that aids the city in achieving its broader objectives
- Plan and provide for safe and efficient traffic circulation
- Protect the City's assets by providing preventive maintenance and quality control on all public improvements
- Protect the environment and public safety, health, and well-being through regulatory activities and code compliance
- Provide cost-effective service in a friendly and efficient manner
- Serve the city residents with efficient and timely solid waste collection and disposal

## Public Services Divisions

The Public Service Department is a multi-functional department consisting of the following divisions:

- Civil Engineering Division
- Solid Waste Division
- Streets and Stormwater Division
- Traffic control Division
- Vehicle Maintenance Division
- Environmental Utilities
- St. Cloud Utilities Customer Service Center
- Building Maintenance

During 2017, the Public Services Department continued to build upon and improve efficiency. A priority of Public Services in the coming year is to continue this forward momentum and build upon the Department successes noted below:

## Top accomplishments for 2017:

### Major Facilities and Projects:

1. **CIS Infinity and Infinity Link** - Staff continues ongoing support services with Advanced Utilities for the CIS Infinity and CIS Infinity.Link implementation to fine tune software functions, reporting and customer options. Administration was able to test and implement a new version of CIS Infinity and Infinity.Link in October. We were also able to launch a new payment portal for SCU customers through Invoice Cloud that will allow them to view their bills, sign up for E-bill and Pay by Text, as well as pay open invoices.
2. **2016 Water CFWI Grant** – City was awarded the grant for the purpose of replacing 300 high water usage toilets with high efficiency Water Sense toilets. This grant runs through September 30, 2018.

### **General Initiatives and City-Wide Support Activities during 2017:**

1. Provided ongoing engineering, project management, and cost estimating support to various departments undertaking facility expansion and rehabilitation projects.
2. Continue working on designing and developing project such as the Seaport, Downtown Improvements, Public Safety Training Facility, Fire Station #33, Pool Gate House Building, and Kissimmee Park Road Turnpike Interchange.
3. Supported various City-wide functions and special events, including, Tree Swap, Touch a Truck, St. Cloud Life, Spring Fling, the Lakefront 4<sup>th</sup> of July celebration, Christmas Tree Lighting Ceremony, Christmas Parade and New Years Eve Rockin the Cloud Celebration.

### **General Projects:**

1. Continued the City's Drop Savers Water Conservation Coloring Contest for the seventh year in coordination with FSAWWA. The Drop Savers Coloring Contest was promoted to grades K through 12 at schools located within St. Cloud. Winning students received awards and prizes at a City Council meeting and had their pictures placed in the Consumer Confidence Report.
2. The construction of the extension of the reclaim main across US Hwy 192 to serve the Turtle Creek area along Narcoossee Rd. as well as Lancaster Park and other developments along Nova Rd.
3. The design of the Steven's North Roadway is underway.
4. The construction of the Nova Road Utilities is underway.

### **Significant Achievements during 2017:**

1. Completed the construction of the Injection Well.
2. Closed out the Consent Order with for the Southside Wastewater Facility.

### **Public Services Upcoming projects for the next 12-24 months**

1. Continue exploring opportunities to provide reclaim water irrigation capability to commercial customers.
2. Continue to standardize equipment, facilities, and procedures to improve operations efficiency and quality.
3. Drop Savers Coloring Contest.
4. Implement "My Meter" into St. Cloud Utilities customer payment portal, giving customers access to their water meter readings, ability to track high consumption and set alarms for spikes in usage, etc.

5. Continue on-going support with Advanced with regards to Infinity and Infinity for upgrades to software versions, reporting and customer options.
6. Continue working with local utilities (St. Cloud, Toho Water, Orange County, Polk County, and Reedy Creek (STOPR)) regarding our water use permit compliance.
7. Construction should begin on Steven's North Roadway and Mutter Road Extension.
8. Construction should be completed for the relocation of the US192 (Aeronautical to Budinger) utilities in conjunction with the widening of the road, US 192-Minnesota Avenue Emergency Signal, and the Steven's North Roadway.
9. Continue working with the STOPR+2 utilities for Central Florida Water Initiative (CFWI) rule changes. Continue working with the Water Cooperative of Central Florida participant governments regarding continued development of the Cypress Lake Alternate Water Source and necessary water transmission/distribution requirements of find another viable alternative water supply.

#### **Statistics for 2017:**

- 2,259,124,000 gallons of drinking water produced.
- 8,928 water quality samples collected.
- 1,185,455,000 gallons of wastewater treated.
- 1,143,980,000 gallons of reclaimed water delivered to customers.
- 2287 lift station cleanings.
- 607 valves exercised.
- 55,018 ft of sanitary sewers cleaned.
- 103,281 tons of municipal solid waste accepted at the transfer station.
- 10,979 tons of yard waste accepted at the transfer station.
- 14,439 tons of construction debris accepted at the transfer station.
- 529.4 tons of commercial cardboard collected and recycled.
- 3,674 tons of residential single stream recyclable material collected and recycled.
- 342.5 feet of roadway paved.
- 7,426 miles of curbed streets were swept and 1,008 yards of debris was removed.
- 1,4058 storm inlets cleaned.

- 368 feet of storm drain installed.

## *St. Cloud Utilities*

### **Top Accomplishments for 2017:**

1. CIS Infinity Upgrade to new version (3.1.25a\_SC)
2. Implemented new payment provider, Invoice Cloud into St. Cloud Utilities

### **Upcoming Goals/Projects:**

1. Ability to upload collection call results to customer accounts
2. Implement “My Meter” into St. Cloud Utilities customer payment portal, giving customers access to their water meter readings, ability to track high consumption and set alarms for spikes in usage, etc
3. Prepare to move CIS Infinity and CIS Infinity.Link servers from Toho Water Authority to the City of St. Cloud City Hall

### **Statistics for 2017:**

- Customer Service staff made approximately 148,572 customer contacts
- 37,485 telephone calls (inbound)
- 17,036 service orders
- 1,065 permits issued
- 3,933 emails (CIS tasks & outlook)
- 3,300 follow up tasks
- 3,804 customer letters sent
- 1,312 walk in customers (no payment was taken)
- 11,770 St. Cloud mail payments
- 38,457 St. Cloud (CIS) water payments
- 30,410 OUC electric payments
- \$34,830,689.83 collected in customer payments (St. Cloud Utilities and OUC)



**Ops Challenge 2017**



**Hurricane Irma Debris Clean-up**



**Hurricane Irma Debris Clean-up**



**Back the Blue**