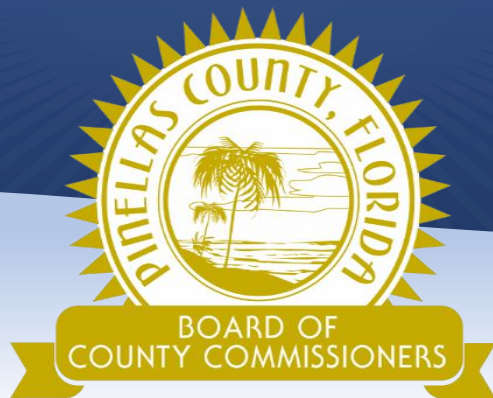


# Doing Things!

To Serve the Public

Utilities



**Our Vision:**  
To Be the Standard for  
Public Service in America.



# Doing Things! Presentation

**Presented by Megan Ross**

**Utilities Director**

**February 12, 2019**



**Our Vision: To Be the Standard for Public Service in America**



# Who We Are



- **423 FTE, 19.8% of County Administrator Workforce**

- **Customer Services**
- **Water Quality**
- **General Maintenance**
- **Operations**
- **Engineering**

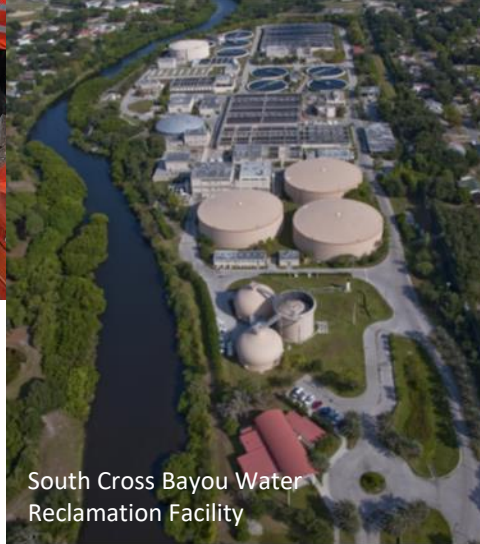
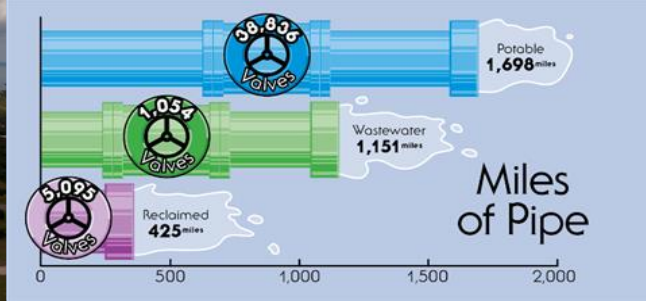




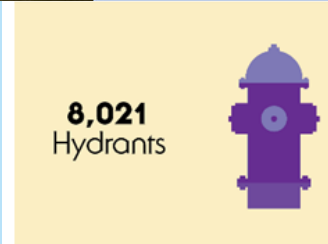
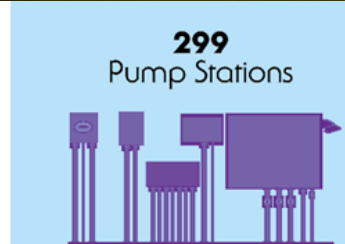
# What We Do



William E. Dunn Water Reclamation Facility



South Cross Bayou Water Reclamation Facility



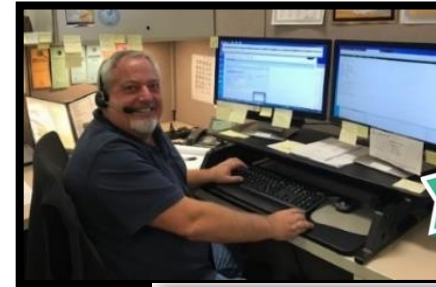
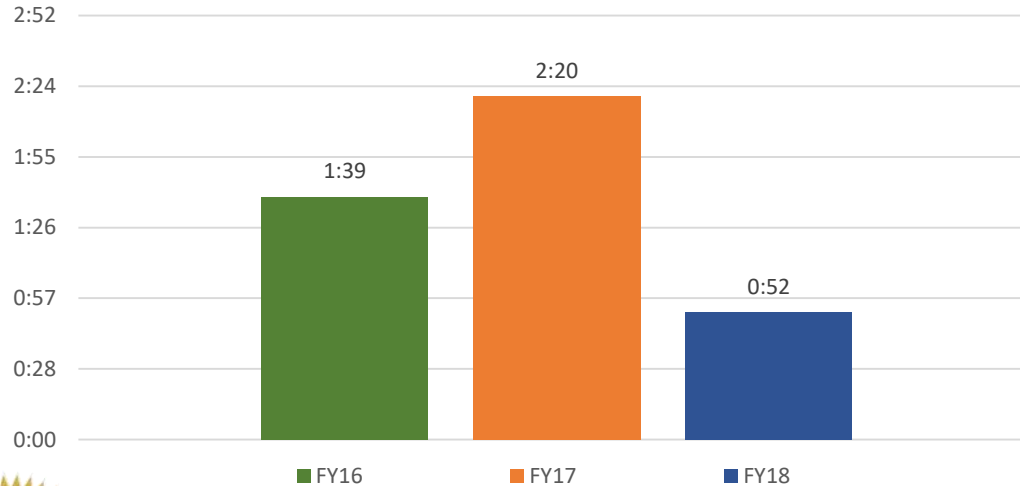
Keller Water Treatment Facility





## Utilities Call Center: 727-464-4000

Average Phone Wait Time



Doing Things For You!

### Want an even easier way to pay your Pinellas County Utilities bill?

Simply download the **Bill2Pay** mobile payment application on Google Play or the Apple Store. The app offers a quick and simple method to make a payment with a credit card via a mobile device.

- Instant payment
- Secured App
- Convenience fee applies\*

**Also!** Check out the **Bill2Pay** website at: <https://www.payments.bill2pay.com/clients/pinellas>

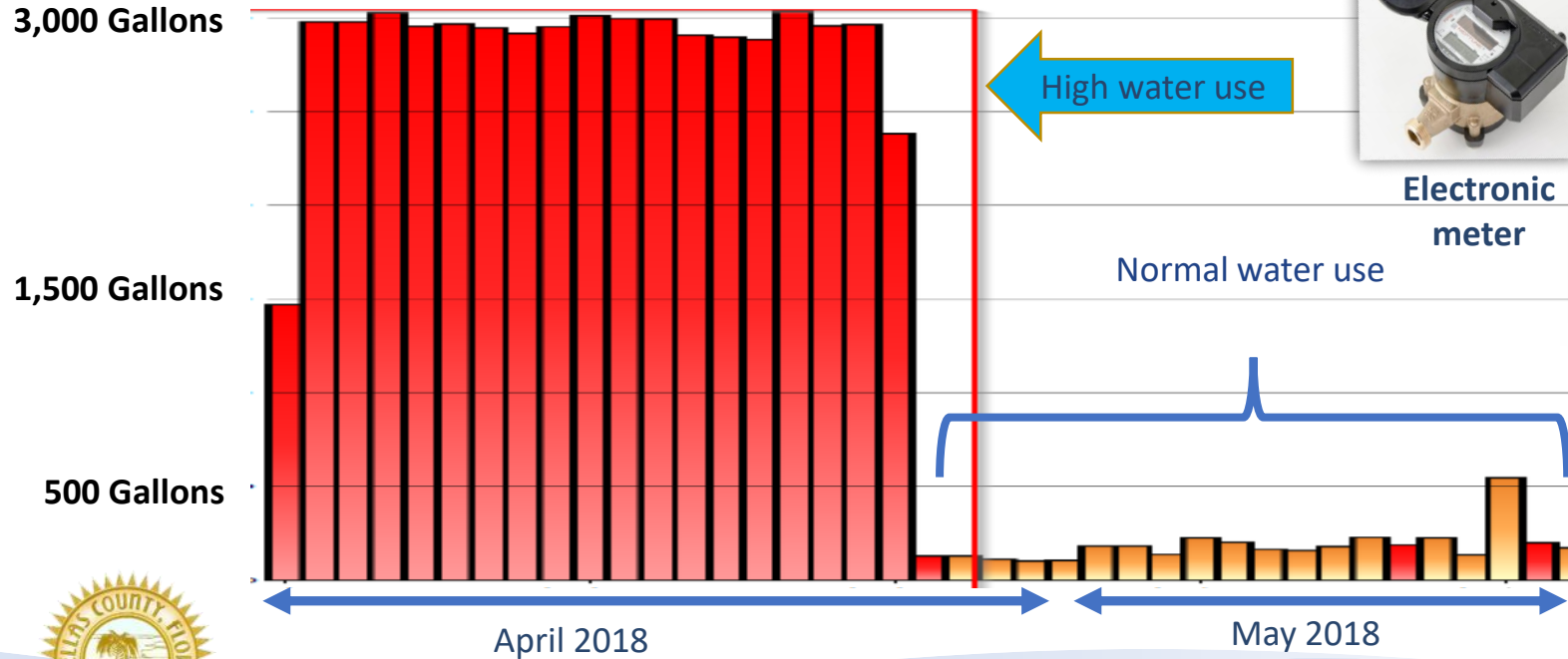
\*Credit card convenience fee: \$3.00 or 3.75% will be assessed for each credit card payment up to \$500. One credit card payment over \$500, a \$5.75 fee will be assessed for each \$500 increment unless the card payment is authorized. \*\*Each convenience fee: A fee of \$3.75 will be assessed for each check, electronic check payment up to \$50,000.



# Things Done



## Daily water use from electronic meter



Electronic  
meter



Hand Held  
transmitter



# Things Done



Environmental  
Protection &  
Sewer service  
reliability

# Things Done



## Sewer Pipes

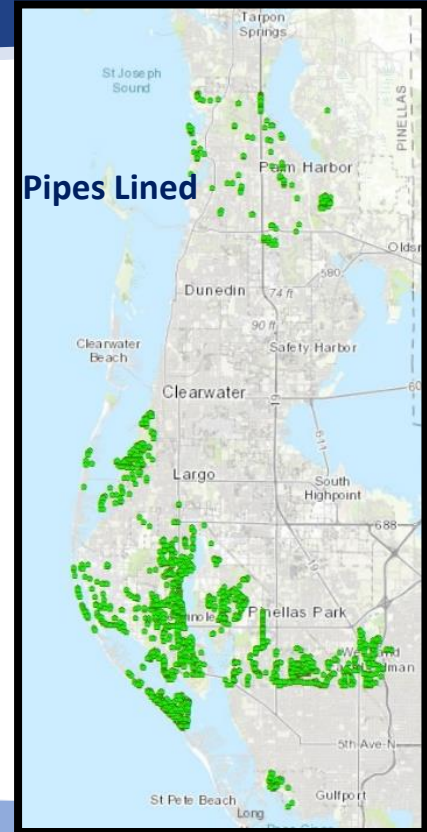
- 130 pipes lined FY16-18 totaling over 5 miles
- **30 miles** of pipe in next 2 years



BEFORE



AFTER





# Things Done



## Flow Monitoring

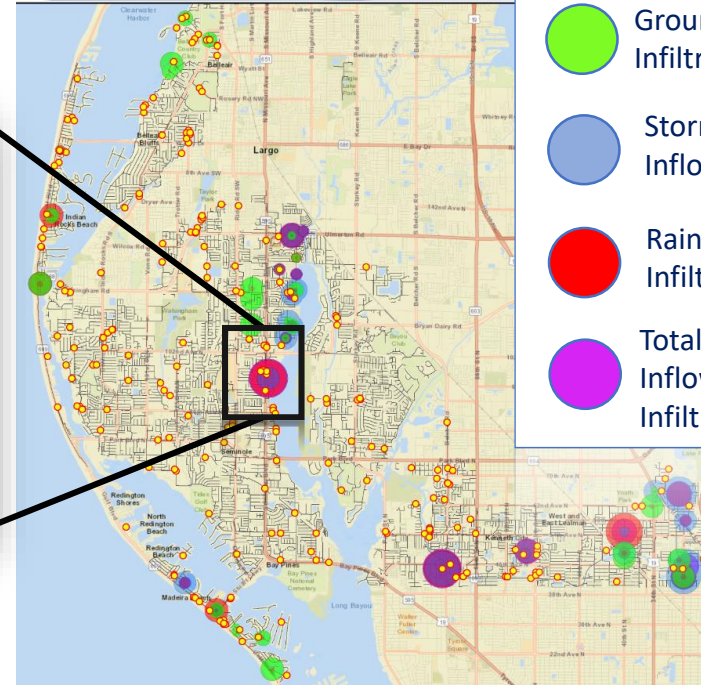
- **Date-driven** analysis to reduce sewer overflows
- **Targeting areas** based on inflow and infiltration



Flow Meter



Inflow and Infiltration  
“hotspot”



Data from Flow Monitoring



## Partnership for a Cleaner Tomorrow

- Capital Improvement Program preview event
- Shared contract for sewer and stormwater pipe lining
- Shared Stormwater Model and program development



# Things Done



- ## Hurricane Michael Emergency Response



Back up power to sewer pump station



Pinellas County crews responded to Marianna, FL, within 36 hours of Michael making landfall.

Crews restored water and sewer service within 24 hours of arrival.





# Things Done



Lealman Farm Share Event

## Water Conservation

## PUBLIC OUTREACH



Carwise Middle School South Cross  
Bayou Education Program



Pinellas County Council Health &  
Safety Fair

## Engaging the Community





## Sewer Lift Station Power Resiliency

- Generators & by-pass pumps
- Reduce sanitary sewer overflows from wet weather & power outages
- 31 stations prioritized



Diesel powered bypass pump

# Doing Things



- Water Reclamation Facility Improvements



South Cross Bayou Water  
Reclamation Facility grit headworks  
improvements



Dunn Water Reclamation Facility  
Improvements – Advanced filtration and  
Disinfection



# Doing Things



## Water System Upgrades

Enhanced Water  
Quality & service  
reliability

Capri Isle Booster Station



## Workforce Development

- Career programs
- Maintenance Reliability
- Improved Recruitment



### Job Posting for Maintenance Worker



**Kelvin Davis, Electrical Mechanical Tech**



**Joey Jardin, Water Plant Operator**



## 2019 Community Outreach & Education

- Drink More Tap H<sub>2</sub>O
- Water Conservation
- STEAM Fest
- Bauder Elementary Science Expo
- USF Engineering Expo
- Girls Scouts STEM-A-palooza
- Youth STEMposium



**Youth STEMposium**

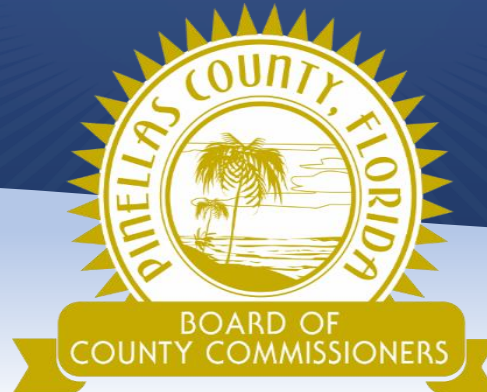
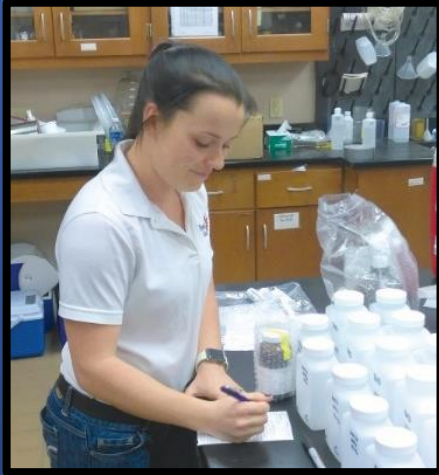
April 6, 2019 • 9:00 a.m.-2:30 p.m.

St. Petersburg College Allstate Center  
3200 34th Street South, St. Petersburg, FL 33711

Registration:  
[www.eventbrite.com/e/youth-stemposium-tickets-51309545231](http://www.eventbrite.com/e/youth-stemposium-tickets-51309545231)



# Thank you!



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