Table of Contents

1.0 Annual Stormwater Operations and Services..............................................................1
2.0 Capital Improvements Projects Implementation..........................................................4
3.0 Level of Service Determinations.................................................................................5
4.0 Inspection Procedures for Stormwater Credits..............................................................7
5.0 Billing Practices.............................................................................................................8
6.0 Credits Computation for On-site Stormwater Practices and Discharges to County Systems....10
7.0 Master Account File and Annual Billing and Assessment Roll Preparation Process...............12
8.0 Tracking System for Maintenance and Operation of System.........................................13
9.0 Requests for Additional Information.............................................................................14

List of Figures

Figure 1 - 100-Year Acceptable Flooding Criteria

List of Tables

Table 1 - Detailed NPDES Maintenance Information
Table 2 - Stormwater Quantity Level of Service and Design Criteria
Table 3 - Acceptable Flooding Criteria
INTRODUCTION

The purpose of this technical memorandum is to establish an understanding of the current practices, procedures, and methodologies with respect to the stormwater management activities of the Sarasota County Stormwater Environmental Utility (SEU), and to provide any requests for additional information. Wood Environment & Infrastructure Solutions, Inc. (Wood) reviewed pertinent documents provided by Sarasota County (County) as well as publicly available documents which were accessible online. From these documents, key information was summarized as it pertains to the below topics:

- Annual Stormwater Operations and Services
- Capital Improvements Projects Implementation
- Level of Service Determinations
- Inspection Procedures
- Billing Practices
- Tracking System for the ESU
- Credits Computation for On-site Stormwater Practices and Discharges to County Systems
- Master Account File and Annual Billing and Assessment Roll Preparation Process

Digital information packets were then created to house documents which were used in summarizing the above topics. The sections below include the list of documents reviewed for each topic and a summary of County practices and procedures as they relate to the SEU.

1.0 ANNUAL STORMWATER OPERATIONS AND SERVICES

To preserve the functionality of the County's existing stormwater system, routine and emergency maintenance activities are required. New development applications must also be reviewed to ensure that adverse impacts on the stormwater system do not occur due to the increased growth of the County. Stormwater expenditures in 2018 were high due to hurricane Irma clean-up response. The goal for SEU Operations is 15% reactive and 85% routine services.

A. Documents Reviewed

1. Audit of Public Utilities Work Order Response and Resolution dated September 2014
2. Sarasota County 2014 MS4 Permit
3. Sarasota County NPDES 2017 Annual Report
4. 2015 Canal Measures Spreadsheet for Tracking Maintenance Activities
5. 2015 Work Order Summary Spreadsheet for Tracking Maintenance Activities
6. Sarasota County Municode, Sec. 98-8
7. Sarasota County Municode, Sec. 74-31
8. Sarasota County Municode, Sec. 74-61
9. Development Review Tracking Spreadsheets (Spreadsheet 1, Spreadsheet 2)
10. Ordinances (for details on authorities, enforcement and collection process, and fee structure):
   a. **94-066** – Complete update of the authorities for the ESU. Allowed use of “Interim Obligations” and “Permanent Obligations”
   b. **95-063** – Adds key definitions (e.g., Capital Cost, Comprehensive Stormwater Policy Plan). Provides for issuance of debt for capital projects. Provides “lien” authority to collect bad debt (fees owed).
   c. **96-010** – Establishes accounting through an Enterprise Fund and interest earned credited to the Fund.
   d. **99-017** – Update of Ordinance 94-066 and incorporation of changes made through previous amendments. Repealed Ordinance 89-117 and Ordinance 92-24. Shifted use of Interim Obligations to Permanent Obligations.
   e. **2005-42** – Updated definitions. Adopted budget resolution for use of fund for Asset and Infrastructure Management system Capital Projects
   f. **2007-079** – Changed language regarding the role and composition of the Advisory Committee.

**B. Summary of Maintenance Practices**

1. Service requests and work orders are tracked in the Maximo system (discussed in detail in later sections).
2. Four field crews (Kirby, Epley, Lessig, and Christenson) complete all maintenance in the County. Maintenance activities include:
   a. Mowing
   b. Canal excavation
   c. Herbicide Spraying
   d. Roadside swale and ditch maintenance
   e. Pipe and structure maintenance
3. Maintenance activities within the City corporate boundary are billed for services such as those listed in 1.B.2.
4. Specialty equipment such as Menzi Muck walking excavators, Gradalls, and boats are owned by the County and used regularly to complete maintenance activities.
5. Property owners who have drainage structures within the County rights-of-way are responsible for the maintenance of these structures unless the Sarasota Board of County Commissioners has explicitly accepted the maintenance responsibility from the owners (i.e., pipe under driveways).
   a. While this may be the case, it seems that in practice, the County regularly maintains structures within rights-of-way which they have not formally accepted maintenance responsibility.
6. The costs associated with maintenance are covered by the Stormwater Service Assessment. It is important to note that maintenance costs are only for projects which do not increase the level of service within a specific stormwater improvement area or stormwater basin. If the level of service is increased, the project is considered a capital improvement project, and is funded by the Stormwater Improvement Assessment.
7. Maintenance activities and frequencies for various control structure types are detailed in the County Municipal Separate Storm Sewer System NPDES Annual Reporting requirements (permit number FLS000004-004). County Municipal Separate Storm Sewer System NPDES Annual Reports list the total number of structures, inspections, and maintenance activities for respective structure types each year. This information is presented in Table 1 below, as per the 2017 Annual Report.

Table 1 - Detailed NPDES Maintenance Information

<table>
<thead>
<tr>
<th>Type of Structure</th>
<th>Total Number of Assets</th>
<th>Number of Inspections</th>
<th>Percentage Inspected</th>
<th>Number of Maintenance Activities</th>
<th>Percent Maintained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grass Treatment Swales (miles)</td>
<td>372.4</td>
<td>44</td>
<td>12%</td>
<td>35.6</td>
<td>9%</td>
</tr>
<tr>
<td>Wet Detention Systems</td>
<td>259</td>
<td>3108</td>
<td>100%+</td>
<td>259</td>
<td>100%</td>
</tr>
<tr>
<td>Pollution Control Boxes</td>
<td>20</td>
<td>60</td>
<td>75%</td>
<td>2</td>
<td>11%</td>
</tr>
<tr>
<td>Stormwater Pump Stations</td>
<td>2</td>
<td>24</td>
<td>100%</td>
<td>4</td>
<td>100%</td>
</tr>
<tr>
<td>Major Stormwater Outfalls</td>
<td>51</td>
<td>51</td>
<td>100%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Weirs or Other Control Structures</td>
<td>36</td>
<td>36</td>
<td>100%</td>
<td>1</td>
<td>0.02%</td>
</tr>
<tr>
<td>MS4 Pipes / Culverts (miles)</td>
<td>243</td>
<td>26.3</td>
<td>11%</td>
<td>15.4</td>
<td>6%</td>
</tr>
<tr>
<td>Inlets / Catch Basins / Grates</td>
<td>9700</td>
<td>1182</td>
<td>12%</td>
<td>455</td>
<td>5%</td>
</tr>
<tr>
<td>Ditches / Conveyance Swales (miles)</td>
<td>260</td>
<td>890.1</td>
<td>100%+</td>
<td>890.1</td>
<td>100%+</td>
</tr>
</tbody>
</table>

C. Summary of Land Development Review Processes

1. For development in the unincorporated area of the County, County staff reviews applications for proposed developments as they pertain to stormwater and drainage. The hours spent conducting these reviews is tracked internally for billing purposes.
2. Since January 2012, the County has averaged approximately 35 reviews per month.
3. The Sarasota County Code of Ordinances and Stormwater Manual list the land development regulations which must be complied with for a proposed development. SWFWMD also has land development regulations, which are distinct from those of the County. While distinct, the County land development regulations often refer to SWFWMD criteria, which are checked for in the review process.
4. Due to a high volume of reviews, the County has the option to contract reviews out to consulting firms in 6-month contracts.
5. Allotted review completion times are specified in the Land Development Regulations section of the Sarasota County Code of Ordinances.
2.0 CAPITAL IMPROVEMENTS PROJECTS IMPLEMENTATION

Capital improvement projects are implemented to address flood protection level of service (FPLOS) deficiencies. FPLOS deficiencies consist of flooded homes and businesses as well as flooded streets.

A. Documents reviewed

1. Ordinances (for details on authorities, enforcement and collection process, and fee structure):
   a. 94-066 – Complete update of the authorities for the ESU. Allowed use of “Interim Obligations” and “Permanent Obligations”
   b. 95-063 – Adds key definitions (e.g., Capital Cost, Comprehensive Stormwater Policy Plan). Provides for issuance of debt for capital projects. Provides “lien” authority to collect bad debt (fees owed).
   c. 96-010 – Establishes accounting through an Enterprise Fund and interest earned credited to the Fund.
   d. 99-017 – Update of Ordinance 94-066 and incorporation of changes made through previous amendments. Repealed Ordinance 89-117 and Ordinance 92-24. Shifted use of Interim Obligations to Permanent Obligations.
   e. 2005-42 – Updated definitions. Adopted budget resolution for use of fund for Asset and Infrastructure Management system Capital Projects
   f. 2007-079 – Changed language regarding the role and composition of the Advisory Committee.

2. Sarasota County Comprehensive Plan, Element 6 – Public Utilities

B. Summary of Capital Improvement Project Implementation

1. Capital improvement projects are prioritized by their proposed improvement in FPLOS.
2. Each year, the Sarasota Board of County Commissioners approved a select number of prioritized capital improvement projects. The number of projects approved is decided by the proposed cost of the projects in conjunction with the available County budget.
3. The cost associated with implementing capital improvement projects is covered by the Stormwater Improvement Assessment.
4. It is important to note that capital costs are only for projects which increase the level of service for flood protection. If a project does not increase the level of service for flood protection, then that project is considered maintenance, and the cost is covered instead by the Stormwater Service Assessment.
5. The cost for capital improvements is shared between all parcels of property within the capital improvement basin or area.
3.0 LEVEL OF SERVICE DETERMINATIONS

Stormwater level of service standards are the primary method for ensuring that new development will provide adequate stormwater facility capacity to meet demands and to prevent adverse impacts to public health and safety, natural resources and private property. Regulatory programs are tied to level of service requirements to ensure maintenance of the level of service through mitigation of development impacts.

A. Documents reviewed

1. Sarasota County Comprehensive Plan, Element 6 – Public Utilities
2. Sarasota County 2014 MS4 Permit
3. Sarasota County NPDES 2017 Annual Report
4. Sarasota County Municode, Technical Manual Appendices, Appendix C14
5. Sarasota County Municode, Development Improvements Technical Manual

B. Water Quality Level of Service

1. Water quality level of service is not considered in the calculation of credits.
2. Detailed information relating to water quality level of service can be found in the below references:
   a. County Stormwater Management Program
   b. County Municipal Separate Storm Sewer System NPDES Permit
   c. Southwest Florida Water Management District’s Water Management Plan
   d. Sarasota County Municode, Development Improvements Technical Manual
   e. Sarasota County Municode, Subdivision Technical Manual
   f. Basin Master Plans

C. Water Quantity Level of Service

1. Water quantity level of service is considered in the calculation of credits.
2. The County adopted a flood protection level of service (FPLOS) that includes no flooding in homes and businesses up to the 100-year, 24-hour design storm. A tiered depth of acceptable flooding as a function of storm frequency and roadway category was adopted for streets. These standards are shown in Table 2 and Table 3 below. The acceptable flooding criteria for the 100-year design storm is illustrated in Figure 1.
Table 2 - Stormwater Quantity Level of Service and Design Criteria

<table>
<thead>
<tr>
<th>Flooding Reference (buildings, roads and sites)</th>
<th>Level of Service (flood intervals in years)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. Buildings:</strong></td>
<td></td>
</tr>
<tr>
<td>A. Emergency shelters and essential services</td>
<td>&gt;100</td>
</tr>
<tr>
<td>B. Habitable</td>
<td>100</td>
</tr>
<tr>
<td>C. Employment/Service centers</td>
<td>100</td>
</tr>
<tr>
<td><strong>II. Road Access:</strong></td>
<td></td>
</tr>
<tr>
<td>A. Evacuation</td>
<td>&gt;100</td>
</tr>
<tr>
<td>B. Arterials</td>
<td>100</td>
</tr>
<tr>
<td>C. Collectors</td>
<td>25</td>
</tr>
<tr>
<td>D. Neighborhood</td>
<td>10</td>
</tr>
<tr>
<td><strong>III. Sites:</strong></td>
<td></td>
</tr>
<tr>
<td>A. Urban (&gt;1 unit/acre)</td>
<td>5</td>
</tr>
<tr>
<td>B. Rural</td>
<td>2</td>
</tr>
</tbody>
</table>

Table 3 - Acceptable Flooding Criteria

<table>
<thead>
<tr>
<th>Roadways</th>
<th>5 year</th>
<th>10 year</th>
<th>25 year</th>
<th>100 year</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Evacuation</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>B. Arterials</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>6 inches</td>
</tr>
<tr>
<td>C. Collectors</td>
<td>None</td>
<td>None</td>
<td>6 inches</td>
<td>9 inches</td>
</tr>
<tr>
<td>D. Neighborhood</td>
<td>None</td>
<td>6 inches</td>
<td>9 inches</td>
<td>12 inches</td>
</tr>
<tr>
<td>Parking Areas</td>
<td>3 inches</td>
<td>9 inches</td>
<td>9 inches</td>
<td>12 inches</td>
</tr>
</tbody>
</table>

Open Space: Flooding of open space is acceptable if it does not compromise public health and safety.
3. The current County Land Development Regulations use the 100-year, 24-hour design storm to verify LOS design criteria.
   a. It should be noted that while the County Land Development Regulations use a 100-year, 24-hour design storm in verifying LOS design criteria, the Credit Manual uses a 25-year, 24-hour design storm as the basis for assigning credits for retention and detention facilities.

4.0 INSPECTION PROCEDURES FOR STORMWATER CREDITS

To maintain credit eligibility, stormwater retention or detention systems must be maintained in such a manner that the intended retention or detention functions are being provided. To ensure this, retention or detention systems must be certified or inspected at least once every 24 months.

A. Documents Reviewed

1. Sarasota County 2014 MS4 Permit
2. Sarasota County NPDES 2017 Annual Report
4. Sarasota County Municode, Development Improvements Technical Manual
5. Sarasota County Municode, Subdivision Technical Manual

B. Process

1. For SWFWMD O&M permitted facilities, the County will consider a properly completed and submitted SWFWMD certification form as reasonable assurance of adequate maintenance.
2. For Non-SFWFWMD O&M permitted facilities, County will perform an inspection at least once every 24 months.
a. It should be noted that this is not always adhered to in practice. The County does not inspect a facility unless they receive a complaint from a resident or a tip from SWFWMD.
3. Inspection criteria are specified in the Stormwater Retention or Detention System Inspection Report (this document has been requested, as it was not provided).
4. If a facility fails an inspection, a second inspection will be conducted after 90 days. If the facility fails a second inspection, the credit for that facility will be revoked.
5. For the regularly scheduled 24-month inspections and any required secondary inspections, a fee of $30.00 per facility inspected will be charged to the property owner.
6. According to both the Development Improvements Technical Manual and Subdivision Technical Manual, a Florida registered professional engineer must inspect and certify the installation of public and private stormwater improvements.
7. Inspection activities and frequencies for various control structure types are detailed in the Sarasota County Municipal Separate Storm Sewer System NPDES Annual Reporting requirements (permit number FLS000004-004).

5.0 BILLING PRACTICES

Billing practices relate to the structure of the Assessments used to generate revenue and the basis of the charges. Details were reviewed regarding frequency of billing, enforcement for collection of charges past due, and the codified basis for calculating the Equivalent Stormwater Unit (ESU) for each property class.

A. Documents Reviewed

1. Ordinances (for details on authorities, enforcement and collection process, and fee structure):
   a. 94-066 – Complete update of the authorities for the ESU. Allowed use of “Interim Obligations” and “Permanent Obligations”
   b. 95-063 – Adds key definitions (e.g., Capital Cost, Comprehensive Stormwater Policy Plan). Provides for issuance of debt for capital projects. Provides “lien” authority to collect bad debt (fees owed).
   c. 96-010 – Establishes accounting through an Enterprise Fund and interest earned credited to the Fund.
   d. 99-017 – Update of Ordinance 94-066 and incorporation of changes made through previous amendments. Repealed Ordinance 89-117 and Ordinance 92-24. Shifted use of Interim Obligations to Permanent Obligations.
   e. 2005-42 – Updated definitions. Adopted budget resolution for use of fund for Asset and Infrastructure Management system Capital Projects
   f. 2007-079 – Changed language regarding the role and composition of the Advisory Committee.
2. Initial Stormwater Service Assessment Resolution dated July 18, 1995
3. Website information on assessments, rates, property classifications
4. Sarasota County Credit Policy and Procedures Manual – April 1992
B. Stormwater Assessment Structure

1. Currently established through various ordinances and resolution, are four assessments for calculation of the annual amount charged to property owners. Each assessment is focused specifically on a category of services provided by the County. The County bills parcels with Tax Code 100 and 200 (City of Sarasota and Sarasota County).
2. The four assessments are listed below in Section 5.C.

C. Basis of Assessment Charges

1. As set forth in the Initial Stormwater Service Assessment Resolution, the basis of the Customer Service charge is a fixed cost per account in the Master Account File. This is an administrative charge to each account. This revenue recovers the overhead costs of providing billing and collection of Assessments; customer information services; and parcel information review and tracking for billing purposes.
2. The basis for the Utility-wide Operating Cost is the number of Equivalent Stormwater Units (ESUs) for a typical single family developed parcel. ESU is the median value for impervious area and net pervious area as set forth in the 95-153 Resolution. These charges are for Program Management. They include general management and administration; plan review and inspections; basin planning, and capital improvement plan development. These costs also include legal fees and consultant costs.
3. The basis for the Maintenance Service Cost charge, that cover operations and maintenance, is the number of ESUs per parcel to operate and maintain the County’s stormwater capital facilities. Only properties in the maintenance areas of the County are charged this portion of the overall property charges.
4. Stormwater Improvement Assessments cover capital improvement projects and are charged to properties based on the number of ESUs per parcel for the cost of improvements in level of service within a basin. An assessment roll is prepared, and costs assigned to those properties within the basin until the cost of the improvement is paid in full (15 to 20 years).

D. Frequency of Billing

1. Annually, based on parcel status as of September of the calendar year. Billed November 1 through the Tax Office of the County. Based on Florida Law (Title XIV, Chapter 197.3632), when the Tax Collector and Property Appraiser are asked to certify and collect non-ad valorem assessments, a fee shall be paid to the Tax Collector and Property Assessor for their services. The governing board enters into an agreement with the property appraiser and tax collector providing for reimbursement of necessary administrative costs incurred. There should be an agreement in place today that sets forth the financial terms for reimbursement. The Stormwater budget for 2019 estimates the fees to the Tax Collector to be $200,000.
2. Florida Law (Title XIV, Chapter 197.3632) requires the County to pay the Tax Collector and Property Assessor for services rendered to certify and bill/collect non-ad valorem assessment using the tax bill. The County has an agreement that sets forth the terms of
the services and the fee paid by the County to the Tax Collector for these services. It has typically cost the County Stormwater Program between $170,000 and $200,000 annually.

E. Enforcement and Collection Practices

Ordinance and Resolutions set forth the authorities for collection of past due accounts. The County may use its best practices for collection of delinquent accounts up to and including a lien against the property.

F. Basis of the ESU

1. The ESU is based on the effective impervious area of a typical single family developed parcel using the median net impervious area and the net pervious area that was derived from a statistical sample of such parcels. There are three classes of single family developed parcels: small, medium and large. Medium parcels = one ESU. Small = .9 ESU and Large = 1.7 ESU.
2. Undeveloped single-family parcels, based on analysis of the net pervious area derived from a sample of small, medium and large parcels, have an Effective Impervious Area and are charged a portion of one ESU (0.3), recognizing that undeveloped land does place a relatively small stormwater burden on County services.
3. Similar analysis was conducted for other residential property classes: duplexes (number of living units divided into the appropriate category of single family developed parcels), mobile homes (0.7 ESU), and residential condominiums (no greater than 1.7 ESU per unit).
4. General Parcels: ESUs calculations are based on the effective impervious area divided by the ESU (3153 sf).

6.0 CREDITS COMPUTATION FOR ON-SITE STORMWATER PRACTICES AND DISCHARGES TO COUNTY SYSTEMS

The County provides credits to property owners based on land use and application of BMPs for water quality, quantity and rate control. Documentation provides details on methodologies for calculation of mitigation credits, authorization from the Board of Commissioners, rationale for each portion of the credit calculation, and policy regarding application by parcel owners to receive credits. Credits are structured to recognize both Agricultural and Non-Agricultural property classifications. Publicly constructed BMPs do not qualify for mitigation credit to land owners that benefit from the BMP.

A. Documents Reviewed

1. Initial Stormwater Service Assessment Resolution – 95-153 adopted in July 1995
2. Sarasota County Credit Policy and Procedures Manual – April 1992
3. Sarasota County Mitigation Credit Policy – June 1995 (attached to Sarasota County Credit Policy and Procedures Manual)
4. **Concept for Rate Mitigation Credit – 1992 (attached to Sarasota County Credit Policy and Procedures Manual)**

B. **Eligible Parcels**

1. Non-agricultural parcels with private stormwater management facilities
2. Properties served by a regional facility if the developer of the property provided a capital contribution to the regional facility in lieu of constructing on-site facilities
3. Agricultural parcels
4. Exclusions:
   a. Exempt areas of general parcels
   b. Parcels served by stormwater management facilities constructed with public funds

C. **Non-agricultural parcels Credits**

1. Quantity – weighting factor of 40%
2. Quality – weighting factor of 40%
3. Rate – weighting factor of 20%
4. Proposed Credits in 1995 for existing: (quality+rate+quantity = credit percentage)
   a. 0 inches retained + 10-year storm attenuated + 0 inches detained = 17% credit
   b. 1 inch retained + 25-year storm attenuated + 0 inches retained = 50% credit
   c. 2 inches retained + 25-year storm attenuated + 2 inches retained = 82% credit
5. Cisterns for Quantity Credit:
   a. A 2500-gallon cistern with 100% impervious area directly connected; roof drains to cistern = 28% mitigation credit

D. **Agricultural parcel credits**

1. Quantity – 25% weighting factor
2. Quality – 50% weighting factor
3. Rate – 25% weighting factor
4. Two ways to get credit:
   a. Management and storage of surface waters permit
   b. Range Management Plans
   c. Total mitigation credit available = 50%

E. **Process**

1. Credits can be applied for at any time; prior to May 31 will be applied to current year charges
2. Forms are provided to document mitigation conditions for the credit
3. Master Account file documents the value of the credit and applies it to the formula for the Utility-wide Assessment and the Maintenance and Operations Assessment.
7.0 MASTER ACCOUNT FILE AND ANNUAL BILLING AND ASSESSMENT ROLL PREPARATION PROCESS

The County bills stormwater assessments on an annual basis and procedures for billing file maintenance are well documented in the Stormwater Revenue Management System Manual. Stormwater Assessments are carried on the County Property Tax bill and the Master Account File is maintained daily in coordination with the Tax Assessor’s office. The current tools rely on a direct link to the GIS system. The database is being changed to a separate platform to improve performance in managing over 174,000 accounts.

A. Documents Reviewed

1. Initial Stormwater Service Assessment Resolution dated July 18, 1995
3. Sarasota County Municode, Code of Ordinances, Chapter 110, Article IX - STORMWATER DISTRICT.
4. Ordinances (for details on authorities, enforcement and collection process, and fee structure):
   a. 94-066 – Complete update of the authorities for the ESU. Allowed use of “Interim Obligations” and “Permanent Obligations”
   b. 95-063 – Adds key definitions (e.g., Capital Cost, Comprehensive Stormwater Policy Plan). Provides for issuance of debt for capital projects. Provides “lien” authority to collect bad debt (fees owed).
   c. 96-010 – Establishes accounting through an Enterprise Fund and interest earned credited to the Fund.
   d. 99-017 – Update of Ordinance 94-066 and incorporation of changes made through previous amendments. Repealed Ordinance 89-117 and Ordinance 92-24. Shifted use of Interim Obligations to Permanent Obligations.
   e. 2005-42 – Updated definitions. Adopted budget resolution for use of fund for Asset and Infrastructure Management system Capital Projects
   f. 2007-079 – Changed language regarding the role and composition of the Advisory Committee.

B. ESU Assessments

Four ESU Assessments are charged to the property owner through inclusion on the Sarasota County property tax bill. The four Assessments include funding of:

1. Customer service
2. Utility-wide operations (Planning and Engineering services)
3. Maintenance operations
4. Level of Service Improvements and Other Capital Investments

C. Process

1. All parcels are charged except government agencies.
2. Billing occurs annually and is based on those properties incorporated into the billing account file as of September of each year.
3. Rates are established for each of the Assessments and those for Customer Service, Utility-wide Services and Maintenance have not changed since 2009. Capital costs are billed on an assessment basis to those properties in the basin served by the project.
4. Data on billing is currently maintained through the GIS system with the SRMS billing toolbar providing links to the billing records. Daily parcel information is received from the Property Appraiser, and changes are manually entered to assign credits and basin assignment to file, depending on the change in property status.
5. Current billing database needs to be upgraded. A new database is under development (MS Access software will be used).
6. Timeline:
   a. July 15-30th information is transmitted to Property Appraiser for notices of changes.
   b. September 15 final billing file is sent to Tax Collector and bills are set for billing
      Nov 1.7. Number of accounts: 174,000+ with approximately 65,000 receiving credits.

8.0 TRACKING SYSTEM FOR MAINTENANCE AND OPERATION OF SYSTEM

Sarasota County maintains a tracking system for work orders and customer service requests through the Maximo program for Stormwater Services. The Tracking System provides details on service requests (who, what, when), performance outputs (status, time required, assignments, schedules), costs for work assigned, and management tools to evaluate response level of service performance.

A. Documents Reviewed

1. Audit of Public Utilities Work Order Response and Resolution dated September 2014
2. 2015 Canal Measures Spreadsheet for Tracking Maintenance Activities
3. Organization Charts for Stormwater Operations

B. Tracking System – Maximo

1. Is used by the Call Center to track Service Requests.
2. Is used to manage routine and preventative maintenance requests and work orders.
3. Is only as good as the data that is entered and routinely tracked, for feedback on priorities, costs and effectiveness in service delivery.
4. A recent County Audit report provide insight into complexity of the technology and the issues that were found regarding time to complete work and actions needed to address operational deficiencies for using Maximo.
5. Includes a prioritization scale with target times for completion of the work order.
   a. Scale is from “0” to “4” (ascending in importance).
   b. “0” is a non-public issue.
   c. 1 = 180-day resolution time for Preventative Maintenance
   d. 2 = Corrective Maintenance with 60-day resolution time
   e. 3 = Urgent with a 4-day resolution time
   f. 4 = 2-hour response for emergency

6. The Maximo database addresses staff and resources costs (fully burden rates) as well as work measurements/metrics (length of canal, pipe, etc.).

C. Tracking Process (simplified summary of actions)

1. Service Request is originated by a customer call or an identified need by staff; the service request is entered into the system, capturing the description, location, contact name (from public). If from the public, an attempt is made to resolve the issue on first contact.
2. If determined to be an emergency, a phone call is made to dispatch field staff ASAP.
3. If services are initiated, a work order is created, start and target completion dates set, and documentation provided to Operations including information on who requested (so that contact follow up can occur).
4. Supervisor will validate when the WO is to be completed based on assigned priority. Reminders are sent by Maximo. Supervisor can change completion date once; a second change results in notification to leadership of the change.
5. Once field crew completes work, contact is made to requester to close WO and paperwork is completed.
6. Tracks needed improvements to the stormwater system.

D. Simplification of the process

Use of mobile technology for data entry and tracking in the field using tablets; additional support staff for data management and scheduling; staff training to increase proficiency for tracking; and database cleanup are needed. Needs should be prioritized and planned.

9.0 REQUESTS FOR ADDITIONAL INFORMATION

Additional information is needed to fully establish an understanding of the current practices, procedures, and methodologies with respect to the stormwater management activities of the County SEU. Requested information is listed below.

2. September 2014 Audit of Public Utilities Work Order Response and Resolution (This document was previously provided as SLA Work Order Response 2014.pdf, but it appears that some pages are missing.)
3. GIS geodatabases and MXDs saved down for ArcGIS 10.3 compatibility