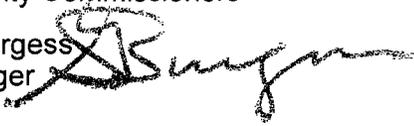


Memorandum



Date: November 10, 2008

To: Honorable Chairman Bruno A. Barreiro and Members,
Board of County Commissioners

From: George M. Burgess
County Manager 

Subject: Ordinance amending Sections 32-78 of the Miami-Dade County Code allowing the Miami-Dade Water and Sewer Department to require properties with two or more water mains in the rear of the property to connect to a single water main in front of the property

GOE
Agenda Item No.
2(CCC)

RECOMMENDATION

It is recommended that the Board of County Commissioners approve the attached ordinance amending Sections 32-78 of the Miami-Dade County Code. This amendment will allow the Miami-Dade Water and Sewer Department (WASD) to require properties with two or more water mains in the rear of the property to connect to a water main in front of the property. The 20-Year Water Use Permit issued to the County by the South Florida Water Management District on November 15, 2007 identifies reduction in water losses as a major component of the permit requirements. The elimination of dual water main systems is an important goal in the County's water conservation effort as leaks in dual main systems represent approximately 4.2 million gallons per day and \$460,000 in water production costs per year.

SCOPE OF AGENDA ITEM

This scope of this agenda item is countywide (Exhibit A). Please note that Exhibit A shows no dual main feed systems in the central west portion of the County, specifically in Districts 11 and 12 as these areas were developed more recently (within the past 20 years).

FISCAL IMPACT/FUNDING SOURCE

The fiscal impact to the County will be approximately \$33,296,000 over a period of seven to 10 years at no additional direct cost to residents (16,648 properties times \$2,000 per property to disconnect one dual main system). The funding source is all available capital funds including WASD's water bond proceeds, Fire Hydrant Funds and Renewal/Replacement Funds subject to the Board's adoption of the County's annual budget.

TRACK RECORD/MONITOR

WASD's Assistant Director for Water System Operations will monitor the project.

BACKGROUND

There are 16,648 dual water main systems installed in the rear of properties throughout the County. These systems are made up of 1-inch to 3-inch water pipes that are more than 40-years old and are affected by corrosion, deteriorated joints, inadequate hydraulic capacity and internal and external corrosion. These conditions lead to poor water quality, inadequate flow capacity, and water loss or loss of pressure. These systems are installed in the rear of properties and are redundant as access to the public water supply is also available through the public right-of-way in the front of these properties.

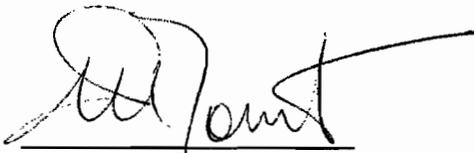
The water mains installed in the front of these properties were installed with a threefold objective: 1) to provide fire protection, 2) to retire the older dual water main system in the rear of the property to minimize water losses in the water distribution system, and 3) to provide accessibility to the meter readers without having to enter private property.

*Honorable Chairman Bruno A. Barreiro and Members,
Board of County Commissioners
Page 2*

Disconnecting the dual water mains in the rear of properties will generate savings in WASD's operational costs by reducing the number of customer water quality and low pressure customer complaints generated by these old dual main systems. In addition, there will be a reduction in maintenance costs which are currently higher for water mains in the rear of properties because the mains are older and smaller, making it more difficult to detect and locate the leaks compared to those installed in front of the properties.

Maintenance costs for installed meters in the rear of properties represent 10 percent of all of County installed meters. Although in FY 2006-07, they account for 33 percent of all meter related maintenance costs.

The department has prepared a comprehensive public participation and outreach plan (attached) to work directly with the affected stakeholders and customers as WASD systemically moves forward in upgrading the system over the next seven to 10 years, rather than on a case-by-case, emergency basis.



Assistant County Manager



MEMORANDUM

(Revised)

TO: Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

DATE: September 16, 2008

FROM: 
R. A. Cuevas, Jr.
County Attorney

SUBJECT: Agenda Item No.

Please note any items checked.

- "4-Day Rule" ("3-Day Rule" for committees) applicable if raised
- 6 weeks required between first reading and public hearing
- 4 weeks notification to municipal officials required prior to public hearing
- Decreases revenues or increases expenditures without balancing budget
- Budget required
- Statement of fiscal impact required
- Bid waiver requiring County Manager's written recommendation
- Ordinance creating a new board requires detailed County Manager's report for public hearing
- Housekeeping item (no policy decision required)
- No committee review

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 4(B)
9-16-08

ORDINANCE NO. _____

ORDINANCE AMENDING SECTION 32-78 OF THE CODE OF MIAMI-DADE COUNTY, FLORIDA; RELATING TO WATER CONNECTIONS; PERMITTING THE MIAMI-DADE WATER AND SEWER DEPARTMENT TO REQUIRE THAT A PREMISES WHICH CAN DERIVE WATER SERVICE FROM TWO OR MORE WATER MAINS CONNECT TO A WATER MAIN IN FRONT OF THE PREMISES; REQUIRING PAYMENT BY THE DEPARTMENT IF IT REQUIRES A PREMISES CONNECTED TO A WATER MAIN IN REAR OF THE PREMISES TO BE CONNECTED TO A WATER MAIN IN FRONT OF THE PREMISES; PROVIDING FOR TERMINATION OF WATER SERVICE; PROVIDING SEVERABILITY, INCLUSION IN THE CODE AND AN EFFECTIVE DATE

BE IT ORDAINED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA:

Section 1. Section 32-78 of the Code of Miami-Dade County, Florida, is hereby amended to read as follows:¹

Sec. 32-78 Connection to public water supply and public sewer disposal in abutting streets and easements required

¹ Words stricken through and/or [[double bracketed]] shall be deleted. Words underscored and/or >>double arrowed<< constitute the amendment proposed. Remaining provisions are now in effect and remain unchanged.

>>(a)<< All premises used or intended for human habitation or occupancy including, but not limited to, establishments to be used for household, domestic, food processing, food handling, restaurant, dairy or bottling processors, public buildings and places of assembly or other establishments where a water supply is or may be used for human consumption or where human wastes may be disposed of, and which abuts a water main owned by a water utility, or a sewage main owned by a sewage utility, shall be connected to the said water and/or sewer main in such manner as to meet the requirements of the South Florida Building Code and the Miami-Dade County Public Works Manual. A water or sewer main shall be deemed to abut a building or premises if it is located in a street or easement adjoining the land which the building is located and if it traverses one (1) full dimension of the building.

>>(b) Where a premises is abutted by two water mains, either one of which the premises can validly be connected to in compliance with the South Florida Building Code and the Miami-Dade County Public Works Manual, and the premises is currently connected to the water main located in the rear of the premises, the Miami-Dade Water and Sewer Department may require such premises to connect to a water main owned by the Department which abuts the front of the property and to which such premises may validly be connected, at no cost to the property owner. The Department shall be responsible for all costs of disconnection of the water main abutting the rear of the premises and connection to the water main abutting the front of the premises. An owner of a premises who has previously paid a water connection fee to the Department shall not be required to pay an additional water connection fee if the premises was connected to a different water main pursuant to this Section.



(c) Should the owner of a premises currently connected to a water main refuse to allow the Department to disconnect the premises from the water main abutting the rear of the premises and to connect the premises to the water main abutting the front of the premises in accordance with Section 32-78(b), the Department shall have the right to terminate water service to such premises, and shall incur no liability therefore.

(d) The Department shall use certified plumbing contractors to disconnect the premises from the rear water main and to connect the premises to the front water main as provided in Section 32-78(b).<<

Section 2. If any section, subsection, sentence, clause or provision of this ordinance is held invalid, the remainder of this ordinance shall not be affected by such invalidity.

Section 3. It is the intention of the Board of County Commissioners, and it is hereby ordained that the provisions of this ordinance, including any Sunset provision, shall become and be made a part of the Code of Miami-Dade County, Florida. The sections of this ordinance may be renumbered or relettered to accomplish such intention and the word "ordinance" may be changed to "section", "article" or other appropriate word.

Section 4. This ordinance shall become effective ten (10) days after the date of enactment unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

PASSED AND ADOPTED:

Approved by County Attorney as
to form and legal sufficiency:

Prepared by:

Henry N. Gillman

The image shows two handwritten signatures. The top signature is in dark ink and appears to be 'J. R. ...'. The bottom signature is in blue ink and appears to be 'H. N. Gillman'.

Exhibit A

Properties by Commission District with Dual Feed Pipes

Properties with Dual Feed Pipes are properties with a rear pipe with a diameter less than 3" and a front main pipe with a diameter greater than 4"

District Number	Commissioner	Number of Properties	Pipe Length in Feet	Pipe Length in Miles
1	Barbara J. Jordan	1,275	66,996.5	12.7
2	Dorrin D. Rolle	853	53,347.8	10.1
3	Audrey M. Edmonson	1,528	102,521.2	19.4
4	Sally A. Heyman	82	3,841.8	0.7
5	Bruno A. Barreiro	1,503	101,611.6	19.2
6	Rebeca Sosa	2,439	152,193.9	28.8
7	Carlos A. Gimenez	2,641	173,875.5	32.9
8	Katy Sorenson	2,634	196,596.9	37.2
9	Dennis C. Moss	2,095	142,982.7	27.1
10	Sen. Javier D. Souto	1,596	100,818.9	19.1
11	Joe A. Martinez	0	0	0
12	Jose "Pepe" Diaz	0	0	0
13	Natacha Seijas	2	993.7	0.2
Total		16,648	1,095,780	208



Water and Sewer Department

Dual Feed Main Replacement Project Public Participation Plan

Water Use Efficiency Section

WASD
8/7/2008

Dual Feed Main Replacement Project

Public Participation Plan

Project Scope

The Dual Feed Main Replacement Project (Project) will address an issue identified by the Department as a major contributor to water loss and lately water quality complaints. A total of 16,648 customers have been identified as “Dual Feed Main Premises”, these are customers currently receiving water services from a 2” or smaller water main located in the rear/alley of their homes while a 4”-6” water main is already installed in the public right of way in the front of these homes.

This project requires clear and accurate communication with the impacted customers and other stakeholders in order to assure a timely and successful completion. A detailed process to communicate the project and obtain all required authorizations is detailed in this document.

Objectives
1. To improve water delivery services to 16,648 customers and reduce water loss through leaks
2. To provide all pertinent information to the impacted customers and address all impacts individually
3. To obtain proper authorization from each of the 16,648 identified customers to perform work in their property
4. To successfully complete the project with minimal disruption to the customers
5. To provide excellent customer service during the process

Background

The 20-Year Consumptive Use Permit awarded to the County in November 2007 by the South Florida Water Management District identifies reduction in water losses as a major component of the permit requirements. A total of 14.25 million gallons a day (MGD) of the water demand projection through 2026 will be provided through the reduction of water loss in the distribution system. MDWASD is currently working on the implementation of projects in compliance with this requirement.

In addition to those projects, MDWASD is also pursuing projects that had been previously identified as critical to minimize the amount of water loss in the distribution system. The Department has identified the elimination of dual water feed systems countywide as an important component in the reduction or water los through leaks. The

Dual Feed Main Replacement Project Public Participation Plan

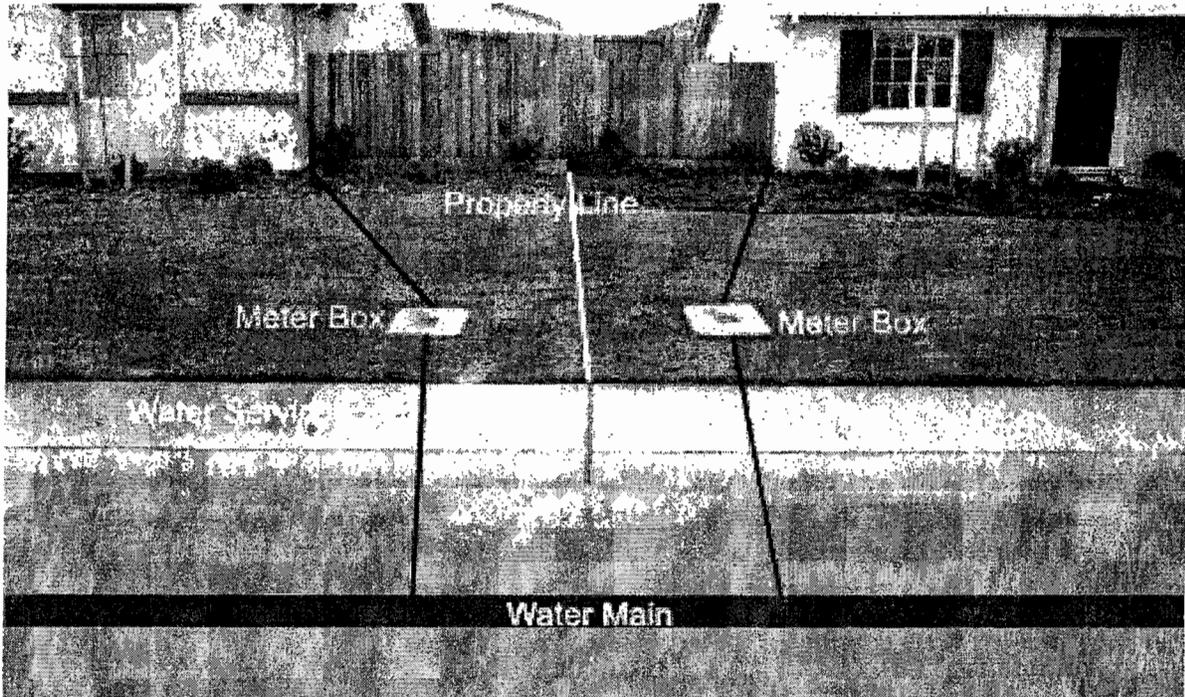
dual feed systems are those that provide access to public water typically through a rear property easement while at the same time there is a water main runs through the public right-of-way in front of the property. These systems are typically found in older neighborhoods across the County. The systems running through the rear easements are comprised of mostly 1" to 3" cast iron or galvanized pipes that are more than 40 years old.

The larger diameter water mains that are installed in the front of these properties were installed to provide fire protection, abandon the older and smaller diameter water mains in the rear, minimize water losses in the system and to give accessibility to the meter readers without having to enter private property. The rear easement system or alley systems in the rear of the properties are much older, typically are affected by tuberculation, faulty or deteriorated joints, inadequate hydraulic capacity and internal/external corrosion. Over time this leads to poor water quality, inadequate flow capacity, water losses or loss of pressure.

Typically when the larger water mains are installed in front of the properties in the public right-of-way, most homeowners agree to connect to the improved service and the rear connection is disabled. In some of these same neighborhoods some property owners do not authorize the transfer of service from the back to the front preventing MDWASD to shut down the rear water main and forcing a dual main system that present all of the problems outlined above.

Maintaining these dual water main services adds operational cost to the MDWASD; one example is in the number of leaks found in these older rear water mains. The Leak Detection Unit surveys the distribution system once a year, in 2007 from the total 1279 of non breaking ground leaks, 165 were from 2" water mains with a total water loss calculated at 1,535,759,662. In addition of the reduction in water loss, disconnecting the 1" and 2" inch water mains currently in the distribution system substantial savings could be realized in reduction of hours of field work for both the leak detection unit and the meter reading staff as well as water quality and low pressure complaints.

Dual Feed Main Replacement Project Public Participation Plan



This picture shows work similar to what this project will perform

Stakeholders (Preliminary List)
1. Impacted customers
2. Municipalities within impacted areas
3. District Commissioners
4. Home Owner Associations
5. Community Organizations

Dual Feed Main Replacement Project

Public Participation Plan

Implementation Process

Public Participation Plan Outline

1. Customer and Stakeholder Identification

- a. Segment customer list into implementation phases
- b. Customer's contact information; verify property ownership; review CIS information and/or Property Appraiser's Office
- c. Identify all stakeholder groups
- d. Identify District Commissioner for each of the project areas
- e. Identify Municipality and corresponding officials for each of the project areas
- f. Identify homeowner's associations and community organizations

2. Tracking and Reporting Work on Customer's Property (CSR)

- a. Enter customer data on CSR
- b. Enter all customer contact in CSR

3. Mailing List

- a. Prepare customer mailing list and format for merging
- b. Arrange for mailing through registered mail/return receipt
- c. Prepare contact and mailing list for all stakeholders

4. Production of communication documents

- a. Draft Customer's Letter
- b. Draft Customer's Authorization Form
- c. Develop Project Brochure
- d. Question and Answer Sheet
- e. Newsletter
- f. Close-out letter and survey
- g. Draft memo for District Commissioners
- h. Draft letter for municipal officials

5. Customer Contact

- a. Develop website
- b. Phone line

6. Media

- a. Identify all community newspapers
- b. Identify District Commission newsletter publication schedule

7. Project Status Reports

- a. Status Reports will be prepared on a monthly basis
- b. Project will be tracked on the department's scorecard (ASE)

Dual Feed Main Replacement Project

Public Participation Plan

1. **Customer and Stakeholder Identification** – all impacted customers have been identified and a GIS map has been developed. Individual property characteristics will be determined by the contractor through existing conditions surveys as well as field verification.
 - a. **Segment customer list into implementation phases-**
 - i. Implementation phases will be determined by the Meter Services Division based on a cost benefit analysis. The areas with the best opportunities for water loss reduction will be scheduled first.
 - b. **Customer's contact information; verify property ownership, review CIS information and/or Property Appraiser's Office**
 - i. The property owner of record has to be identified to acquire proper authorization. When occupant is not the property owner an information packet will be sent to both the owner and the resident, but only the owner can sign the authorization form.
 - c. **Identify homeowner's associations and community organizations in implementation area**
 - i. An effort will be made to identify all relevant organizations that could provide a forum to present information regarding the project. For areas where HOAs are identified the presidents will be contacted to schedule meetings or be included in their regular meeting agendas
2. **Tracking and Reporting Work on Customers' Property -** Customer's information will be entered in the Customer Service Request (CSR) system. A CSR has been created for this project to track the customer contact and status from start to finish. The WUE Section will create a CSR for each customer and will be responsible for entering data for the first steps of the process i.e. letter mailed, authorization received, no response. Once all documentation is received the Meter Service Staff will enter data on the progress of work on each individual customer's property until completion. A monthly status report will be produced from the CSR data, and will be available on line on the ServiceStat site.

Dual Feed Main Replacement Project Public Participation Plan

- a. Create CSR for each customer premise (sample below)

Motorola Customer Service Request - Windows Internet Explorer provide...

File Edit Overview General Entry Service Requests Custom Help Window

AA Service Request Intake - <V310TEST> - CSR Testvs 3.10.3 - A. BESTARD - Group: MD WABD ASSISTANT DIRECTOR - WATER

Type: DUAL FEED MAIN PROJEC Water Service Area: MDWS Map Service Location

Location: 3071 SW 38TH AVE MIAMI FL 33146 View Duplicates (0)

Jurisdiction: MIAMI-DADE CO Common Locations

Description:

Participant Type: Citizen Name: PARTICPANTS NAME

Address:

Copy E-mail

Phone: 786-552-8974 Type: Home Phone Details

View Participant on other SRs (0) Source

Status: Open Priority: 3-Standard CC Groups

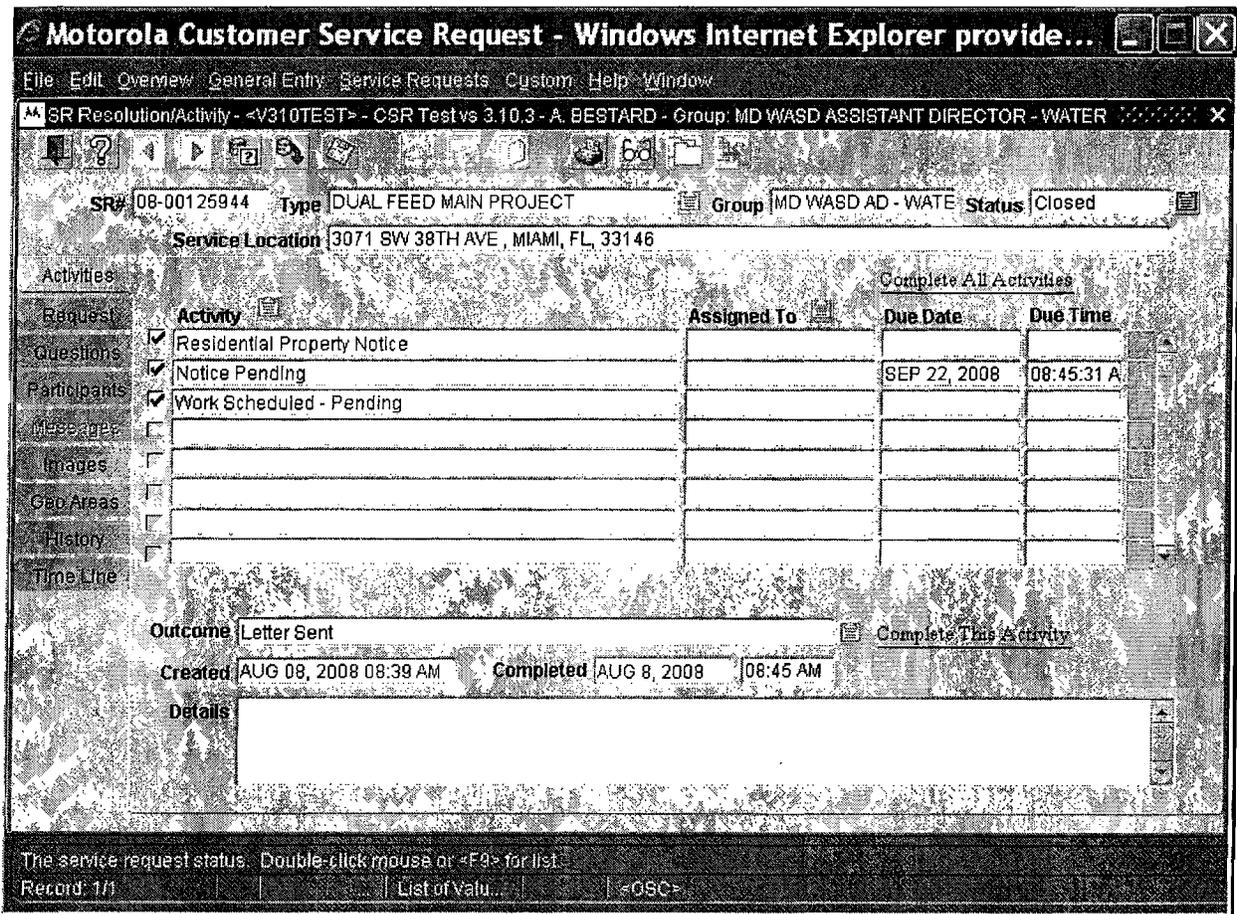
Input By: BESTAA Rec'd: Phone Date: AUG 8, 2008 08:36 AM SRA: 08-00125944

The date the Service Request was created

Record: 1/1 +OSC+

Dual Feed Main Replacement Project Public Participation Plan

- b. Track implementation process – (sample below)
 - i. Enter each customer communication; includes the Flex questions and any additional communication with the customer, contractor or any incident regarding each individual property. This will allow for real time information to be available to all those involved with the project without having to make a call before being able to answer a question from the customer or management.



15

Dual Feed Main Replacement Project

Public Participation Plan

3. Mailing List

- a. Prepare mailing list and format for merging
 - i. Segment mailing list based on selection of implementation areas, prepare for mail merge
 - ii. Prepare contact/ mailing list for all stakeholders
- b. Arrange for mailing through registered mail/return receipt
 - i. Coordinate with mailroom staff for return/receipt mailing and the pre-paid bulk for the self stamped envelope for the return of the Authorization Form (tracked in CSR)

4. Production of communication documents: The customer will receive a package containing a brief description of the project and detailed information as to the work that needs to be performed in their property.

- a. Draft Customer's Letter
 - i. The letter will include information about the project and the need for the customer to participate
- b. Draft Customer's Authorization Form
 - i. The Authorization Form is being drafted by the Count Attorney's office any modifications requested by the customer will be directed to the CAO.
- c. Develop Project Brochure
 - i. An informational brochure is being developed, it'll describe the project and its benefits to the Department as well as provide contact information: Name of Project Manager, phone number, email and website address
- d. Newsletter
 - i. Project information will be included in the Department's PipeLine newsletter
- e. Close Out Mailing -
 - i. At contractor's submission of work completed for each individual property a letter will be sent with a participant's survey to evaluate the level of satisfaction with the work and service provided by the Department.
- f. Draft memo for District Commissioners
 - i. Project status information

Dual Feed Main Replacement Project

Public Participation Plan

- g. Draft letter for municipal officials
 - i. Project information and impact to areas within municipalities
 - ii. Status report and close-out report

5. **Customer Contact:** Customers will be provided with various communication vehicles. All inquiries will be addressed within the same day they are received. The contact information; phone numbers, email address and website will be prominently displayed in all communication materials.

- a. Develop Webpage
 - i. A webpage for the project will be developed as a link in the Water Use Efficiency Website. The page will include project's overview, maps, project documents, and opportunities for feedback.
- b. Phone Line
 - i. Project information is being added to the Water Use Efficiency Information Line (Option 6); customers will be able to speak with staff during working hours and leave a message after hours. WASD's 24 hour emergency number will also be provided.

6. **Media**

- a. Identify all community newspapers
 - i. Project information will be provided as "advertorial" to community newspapers with circulation in the Project areas. Information regarding community meetings will also be included when necessary.
- b. Identify District Commission newsletter publication schedule
 - i. Project information will be provided to District Commissioners in ready to print format for inclusion in their District's newsletter.
- c. Work with Miami-Dade TV

6. **Project Status Reports**

- c. Status Reports will be prepared on a monthly basis
- d. Project will be tracked in the department's scorecard (ASE)

Dual Feed Main Replacement Project Public Participation Plan

Schedule

Phase I	Activities	Timing
Preparation	<ul style="list-style-type: none"> • Finalize implementation schedule • Segment customer list • Identify stakeholders and prepare contact list • Enter customer information in CSR • Prepare background documents • Prepare communication documents • Develop sketch outlining work within property • Develop website • Develop boards 	TBD
Public Participation Activities	<ul style="list-style-type: none"> • Initial Mailing • Follow Up Communication • Schedule Community Meetings • Elected officials communication • Media campaign • Final Mailing 	TBD
Analysis of Input	<ul style="list-style-type: none"> • Compile information from records of activities (e.g. mailing, notes from phone calls, e-mails, and other correspondence) • Identify themes and unique comments 	TBD
Provision of Feedback to Participants	<ul style="list-style-type: none"> • Prepare communication to address comments • Follow up with any promises of additional information 	TBD
Evaluation	<ul style="list-style-type: none"> • Evaluate public involvement plan • Evaluate public involvement activities 	TBD

Budget / Resources

This Public Participation plan will be funded through the Outreach Budget of the Water Use Efficiency Program 2008-2009 allocation.

Expected Challenges

It is expected that some customers will not be willing to allow the work in their properties. Every effort will be made to accommodate all issues and concerns brought up by the impacted customers. The authorization provided by the proposed ordinance will provide the Department with additional tools to address these issues.

