
Water Department

- Major Accomplishment: Establishment of a High Performance Organization (HPO) and Implementation of the Water Quality 2000 Program.
- Helped to create Tampa Bay Water in order to ensure long-term water supply for the City.¹
- Implemented the Water Quality 2000 Program, including Phases I and II.²
 - Continued to meet or surpass all state and federal drinking water standards.³
- Conceptualized and implemented the Aquifer Storage and Recovery (ASR) Project.
 - ASR storage capacity 1 billion gallons, with a 10 mgd for the 100-day dry season.
 - Constructed 8 storage wells, land survey and design/installation of pipes to transport recovered water from wells to the HRWTP as part of the ASR project (2001).
 - Conducted cycle testing to ease the effects of future droughts, the City completed in the spring of 2001, the ASR project at Rome/Sligh.⁴
- Maintained the lowest water rates in the Tampa Bay area; Established by resolution a 5 tier rate schedule showing rates charged to premises inside and outside the city limits (2000).
- Administered a comprehensive water conservation program.⁵
 - Adopted a new Landscape Ordinance that promotes conservation.⁶
 - Although the City of Tampa experienced the worst drought in history, the Water Department efficiently maintained the level of service without interruptions.
 - Evaluated 600 residential and commercial irrigation systems to date, resulting in savings of more than 12 million gallons of water per year.
 - Reached more than 184,000 students with water conservation education programs.
 - Through aggressive water conservation, the per person water usage has been lowered to 115 gallons per capita day, one of the lowest in the Tampa Bay Region.
- Completed a customer sign-up program and funded work on the South Tampa Area Reuse (STAR) project.⁷
- Instituted a High Performance Organization (HPO) Initiative changing the work environment to a "Team Concept," improving responsiveness, efficiency and product quality (2000).⁸
 - Received Gold Award from the Association of Metropolitan Water Agencies (2001)⁹
 - Improved customer satisfaction, reduced staff by 30 percent and received savings on chemicals and power usage through competitive assessment and re-engineering efforts within the Production and Distribution Divisions.
 - Added 7,160 new water service customers.
- Completed the replacement of galvanized pipes throughout the City.
- Replaced taulter gates on Hillsborough River Dam (2002).¹⁰
- Historically renovated main filter building and rotunda at Hillsborough River Water Treatment Plant (2002).
- Installed hurricane shutters Hillsborough River Water Treatment Plant (2001).
- Developed and implemented an inspection program for 11,615 fire hydrants in the water service area (2002).¹¹
- Installed 27.46 miles of new water mains (total to date is 2,220 miles) (2002).
- Engaged in numerous water infrastructure construction and maintenance projects.
- Performed a vulnerability assessment of Water Department facilities to identify alternatives to a potential terrorist threat / attack.

Water Department Notes:

- ¹ Helped to broker the Water Alliance with the West Coast Regional Water Supply Authority to become Tampa Bay Water and ensure the long-term water supply for the City of Tampa.
- ² The Water Quality Project 2000 addressed existing water quality, process optimization, current and anticipated water quality regulations, new treatment process alternatives, and anticipated treatment capacity requirements (2000) for compliance with Federal and State's regulations. Phase II completed in 2002, included expanding the capacity of the Hillsborough River Water Treatment Plant (HRWTP) to 100 mgd and the updating the facility's disinfection process.
- ³ This was achieved by replacing or adding new equipment and changing the work environment to a team concept, resulting in better quality of water provided by the Tampa Water Department.
- ⁴ Project located at Rome/Sligh Avenue at a cost of approximately \$11 million, capable of storing up to 1 billion gallons of potable water in the deep aquifer for use during the dry season.
- ⁵ Program consists of water saving kits, landscaping and sprinkling program, water conservation education programs, and water conservation incentives.
- ⁶ Under the ordinance, only 50 percent of the green space is permitted to be irrigated for new construction.
- ⁷ High quality reclaimed water will be connected from the Howard F. Curren Advanced Wastewater Treatment Plant to residents and businesses in certain areas of South Tampa where it can be used to irrigate lawns and landscaping. This, in turn, reduces the demand on freshwater resources and helps preserve the region's natural systems. Phase I of the STAR pilot program began in FY'02 at a cost of \$23 million, with \$12 million available through EPA grant, anticipated completion by the end of 2003.
- ⁸ HPO initiative simultaneously delivers high product and service quality, outstanding customer value and sound financial performance, which has resulted in a gradual shift from control-oriented "industrial model" to a more inclusive, team-based "networked talent model." The mission of the Tampa Water Department is to provide customer satisfaction through the development of HPO committed to improving responsiveness, efficiency, and product quality.
- ⁹ Award received for implementation of innovative business practices from the Association of Metropolitan Water Agencies in which Tampa was one of the twenty large utilities in the United States that won such an award.
- ¹⁰ Includes concrete repairs and painting the service walkway to the Dam at a cost of \$87,000.
- ¹¹ Based on a biannual or after use by fire department, schedule.