

Organization

The Public Works Department manages the City's drinking water, wastewater processing plant, sewage collection system, reuse water reclamation and distribution, drinking water distribution system, stormwater collection system, street and rights-of-way maintenance, traffic control, signage and garbage collection. In 2020, the Department was restructured as three Divisions: Administration, Water & Wastewater Utility Plants, and Streets and Distribution & Collections. Stormwater and Sanitation falls under the Streets Division.

Department Mission Statement

"We Make It So."

To protect the environment and quality of life in our community by:

- ✓ Providing safe drinking water in volumes necessary for fire suppression
- ✓ Providing proper collection, treatment, disposal, and reuse of wastewater
- ✓ Maintaining roadways and sidewalks in good repair with appropriate traffic control signs
- ✓ Providing effective removal and treatment of stormwater runoff
- ✓ Providing for the timely removal and disposal of garbage and recyclables

Goals for FY2026

The City Council is tasked with setting the Priorities, Goals and Objectives (PGOs) of the Strategic Plan (Plan). The specific departmental goals are to be implemented by the Department Directors.

Strategic Plan Priority, Goal, and Objectives

- P2.G1.O1-01 - Maintain and improve sidewalks, crosswalks, lighting and ADA access. Expected Completion Q1, FY2028
- P4.G2.O2-04 - Eliminate or divert surface water discharge from PCP. Expected Completion Q1, FY2032

Department Goals – Downtown and Southend Community Redevelopment Agency (CRA)

Public Works is responsible for multiple projects listed in the CRA Capital Improvement Plan (CIP).

Department Goals – Public Works Streets, Water, Wastewater, Distribution & Collection, and Stormwater Programs

- Coordinate and design Penman Road Improvements. (P1.G1.O1)
- Construct rear easement sewer lining covering 14th Ave. S., 15th Ave. S., 16th Ave. S. between 4th St. S. and 0th St. S. (P1.G1.O1)
- Design water main improvements identified in FY20 Water Master Plan (4 locations). (P1.G1.O1)
- Construct Lift Station (LS) 13 Improvements. (P1.G1.O1)
- Design LS #35 Improvements. (P1.G1.O1)
- Construct generator replacement at LS #6 and Lake Mildred stormwater pump station.
- Complete Water Treatment Plant #1 Ground Storage Tank renovations. (P1.G1.O1)
- Continue Effluent Elimination Projects including WRF Filtration Improvements and Golf Club Pond and Irrigation Improvements. (P4.G2.O2)
- Design Influent Grit System for WRF. (P1.G1.O1)
- Begin Asset Management and Work Order Ticket System for PW. (P1.G1.O1)
- Construct Non-ADA Dune Walkovers. (P1.G1.O1)
- Design/Construct Beach Outfall Improvements. (P1.G1.O1)
- Study and design Palm Tree Road stormwater improvements. (P1.G1.O1)
- Design Stormwater Small Projects. (P1.G1.O1)
- Maintain compliance for water state consumptive use permit, and wastewater & stormwater National Pollutant Discharge Elimination System permits (N.P.D.E.S.). (P1.G1)
- Implement paving maintenance survey plan for the next 10 years. (P1.G1.O1)
- Keep Jacksonville Beach beautiful via the enhanced maintenance program for downtown and oceanfront areas including cleaning, graffiti abatement, garbage collection, dumpster enclosure, and sweeping programs. (P3.G1)

Recent Accomplishments/Highlights

- ✓ Completed Strategic Plan for Chlorination Conversion project. Completed Q3, 2025. (P1.G1.O1-01)
- ✓ Completed Strategic Plan for converting paving program utilizing Pavement Condition Index (PCI) and values to make the paving program a data driven improvement process. Completed Q3, 2025. (P1.G1.O1-03)
- ✓ Coordinated Penman Road Improvements. (P1.G1.O1)
- ✓ Began construction on A1A Watermain Improvements. (P1.G1.O1)
- ✓ Constructed Water & Sewer Main Improvements on 1st St. N. (P1.G1.O1)
- ✓ Began construction 10th St. S. Improvements from Beach Blvd. to 5th Ave. S. (P1.G1.O1)
- ✓ Reconstructed Lift Station (LS) 25. (P1.G1.O1)
- ✓ Designed LS #13 Improvements. (P1.G1.O1)
- ✓ Began Effluent Elimination Projects including WRF Filtration Improvements and Golf Club Pond and Irrigation Improvements. (P4.G2.O2)
- ✓ Designed Influent Grit System for WRF. (P1.G1.O1)
- ✓ Completed a water quality analysis of source water. (P1.G1.O1)
- ✓ Completed Electrical Control Panel Upgrades and PLC Conversions at the Water Treatment Plants. (P1.G1.O1)
- ✓ Designed/Constructed Beach Outfall Improvements. (P1.G1.O1)
- ✓ Designed Stormwater Small Projects. (P1.G1.O1)
- ✓ Maintained compliance for water consumptive use permit, and wastewater & stormwater National Pollutant Discharge Elimination System permits (N.P.D.E.S.). (P1.G1)

Performance Measures

Outcomes	Level of Service	FY2024 Actual	As of 4/2025	FY2026 Target
Drinking Water:				
➤ Water safe for drinking	Achieve regulatory compliance for normal operating conditions	Yes	Yes	Yes
➤ Water volume & hydrants available for fire protection	Maintain unaccounted water usage below 10% of total produced	2.00%	~3%	<10%
	Replace 2,500 ft. of old 2" & larger galvanized & cast iron water mains	6818	3957	2,500
	Install/replace 150 water services	306	186	150
	Operate (replace) water valves (25%=614)	540(42)	179(42)	614
	Conduct fire flow test on 200 hydrants	230	55	200
Wastewater / Stormwater:				
➤ Keep our waterways clean	Achieve wastewater & stormwater permit regulatory compliance for normal operating conditions	Yes	Yes	Yes
	Achieve regulatory compliance for normal operating conditions	Yes	Yes	Yes
	Clean sanitary mains (LF)	63,180	15,027	20,000
	Clean stormwater mains (LF)	15,945	3,250	
	Inspect (rehab) sewer manholes	855 (17)	305 (3)	400
Distribution & Collection:				
➤ Identify service line material for City and Customer water service line	Complete inventory within 5 years beginning Q1-FY2025. Total service line count = 10,781	4,800 (45%)	N/A	100% prior to Q4-FY2030
➤ Eliminate/reduce Septic Tanks within City limits	Reduce or eliminate septic tanks where feasible.	7	7	0
Streets:				
➤ Keep our streets well maintained for driving and free of trash	Seal coat/resurface 3 to 5 road miles	1.49	21.9	3 - 5
	Sweep the downtown streets an average of 4 times per month	Yes	Yes	Yes
➤ Keep our sidewalks well maintained for walking	Repair/construct 2,000 ft. of sidewalk	3811	3552	2,000
	Achieve regulatory compliance for normal operating conditions	Yes	Yes	Yes
➤ Keep our drainage system well maintained	Mow/clean 15,000 ft. of ditch	53,200	26,600	15,000
Sanitation:				
➤ Keep our city and beach clean	Recycle/mulch 25% of residential solid waste to reduce landfill impact	29%	27%	>25%
	Clean the beach at least once per week by mechanical means (raking)	Yes	Yes	Yes
	Respond to garbage inquiries by 1 day & complete by next scheduled pickup	Yes	Yes	Yes

Administration Division

The Administration Division contains the City's engineering, CAD and GIS functions, office and Department management. Oversight and support of the Department includes; engineering, approval of development and constructions projects, project management, as well as the operations of individual divisions inside of Public Works. The administration division coordinates work efforts between other internal and external City Departments as well as the public. This division is also responsible for monitoring and guiding changing regulations, laws, ordinances, and other guidance from a variety of outside organizations.

Division Objectives

- Implement departmental business plan.
- Implement departmental capital projects as scheduled by each division.
- Implement capital master plans for the two redevelopment districts.
- Effectively address all customer service requests.

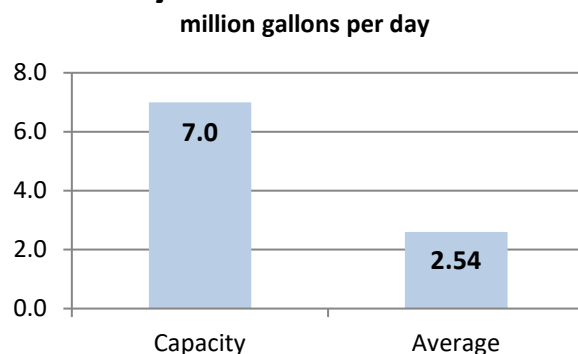
Water Plant Division

The Water Plant Division operates and maintains the City's water system that consists of **6** wells, **2** water treatment facilities, **3** ground storage tanks, and **2** elevated water storage tanks. The water system has a total capacity to produce **7.0 MGD** (million gallons per day) of potable water. This division also operates and maintains the stormwater treatment facilities for the City consisting of **20** ponds, **2** stilling basins each with a weir, the downtown underground stormwater collection vault with **2** sand traps, and **8** stormwater pump stations. The water play feature at Sunshine Park is also monitored and maintained by the Water Plant Division.

Division Objectives

- Maintain local, state, and federal regulatory compliance.
- Treat, store, and protect nearly **1** billion gallons of drinking water annually. Make available quantities of water needed for fire protection.
- Operate and maintain the system of stormwater treatment facilities, pumping stations, and ponds.

Daily Water Production



Other Concerns:

- ⇒ North Florida water issues are increasing in complexity and seriousness. The issues include:
 - Decline of the Floridan Aquifer resource.
 - Increasing water demand with growing central/north Florida population and businesses.
 - State setting statutory minimum flows and levels for lakes and springs.
 - Increasing public awareness and involvement in water resource usage and water quality.
 - High quality water resources used for non-potable uses (irrigation, agriculture & industry).
 - Regional Water Supply Plan development by the State Water Management Districts.
 - The very high cost of capital investment necessary for alternate water sources.

The outcomes and their impact on the City are uncertain. Water resources unfunded mandates are likely to be in our future.

Water Reclamation Facility

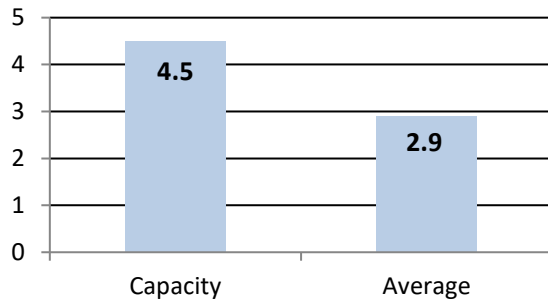
The Water Reclamation Facility operates and maintains the wastewater transmission system of **38 sewage pump lift stations** and the **4.5 million gallons per day (MGD)** capacity sewage treatment facility with permitted **1.123MGD** reuse quality effluent. In 2024, the Pollution Control Plant (PCP) was renamed to become the Water Reclamation Facility, due to changing regulations for surface water discharges to the St. John's River and the refocus towards the One Water model and the concentrated efforts to not just treat wastewater, but to return it to the environment as a beneficial use.

Division Objectives

- Maintain local, state, and federal regulatory compliance.
- Achieve less than 5 mg/l total suspended solids, 5 mg/l carbonaceous biological oxygen demand, and 46,233 lbs. of total nitrogen rolling 12-month period (permit requirements).
- Conserve drinking water by providing quality reclaimed water for irrigating the Golf Course, the Wingate Sports Complex, the Operations & Maintenance Facility, the Police Station, South Penman Road Area, Lee Kirkland & Warren Smith Cemeteries, South Beach Park, Stormwater Central Stilling Basin, within the Water Reclamation Facility, South Beach Parkway, and Jacksonville Drive.

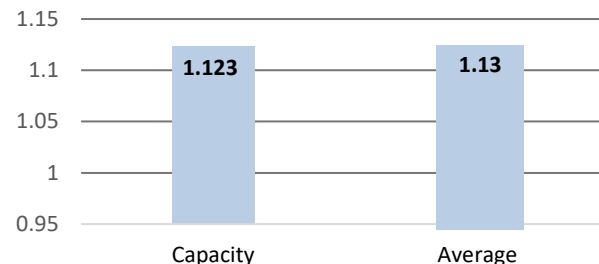
Daily Wastewater Treatment

million gallons per day



Daily Reclaim Water Flow

million gallons per day



Distribution & Collection Division

The Distribution & Collection Division operates and maintains **124** miles of water mains, **97** miles of sewer gravity mains, **18** miles of force sewer mains, approx. **2,270** sewer manholes, **959** fire hydrants, over **3,400** water valves (including hydrant valves), **10,872** active water services, and **10,745** billed sewer services.

Division Objectives

- Replace 2,500 feet of old deteriorated water mains.
- Clean 20,000 feet of sanitary and stormwater mains.
- Inspect an average of 20% (400) sewer manholes per year. Reline or reconstruct as necessary.
- Conduct fire flow tests on 200 fire hydrants annually. These tests will be completed in cooperation with Jacksonville Fire Department.
- Exercise an average of 25% (614) valves in the water distribution system per year. Repair by replacement as necessary.

Streets Division

The Streets Division of Public Works maintains the City's roadways, traffic control signage and markings, sidewalks, and stormwater collection system. These networks consist of **93** road miles including curbs and gutters, **34** miles of sidewalks, **1,682** streetlights, **1,960** stormwater catch basins, curb inlets/culverts, **625** stormwater manholes and **70** stormwater outfalls to the adjacent estuaries and ocean, **71** miles of stormwater gravity mains, **2.9** miles of stormwater force mains, and **2.1** miles of drainage channels. The division also manages collection of garbage, recycling and yard waste, beach cleaning including solid waste collection at street ends, and graffiti abatement.

Division Objectives

- Seal coat or resurface an average of 3 to 5 miles of roads annually. Projects will be pursued when most economically feasible.
- Repair and maintain stormwater drainage system.
- Install and maintain traffic and pedestrian control signage and marking.
- Maintain pedestrian safe sidewalks. Repair 2,000 feet of sidewalk.
- Maintain clean and attractive community environment by collecting garbage and picking up litter from our streets and sidewalks.

Stormwater Utility Program

Public Works completed a rate study of the stormwater rates in 2025, including the projects from the recent stormwater master plan to re-evaluate and adjust rates that were previously last set in 1994.

Program Objectives

- Operate and maintain the stormwater collection and treatment infrastructure. Reduce localized flooding. Protect environmentally sensitive estuary and ocean waters by performing effective stormwater management.
- Construct localized drainage improvement projects.

Other Concerns:

- ⇒ Anticipate budget pressures due to increasing federal/state environmental regulation / oversight - Numeric Nutrient Criteria, Pollutant Total Maximum Daily Load limits, statutory minimum flows and levels for lakes and springs, and aging stormwater infrastructure.
- ⇒ Timing of rate implementation may have an effect on timing of stormwater utility projects.

Sanitation Utility Program**Program Objectives**

- Collect garbage, yard waste, and recyclables from residential customers via weekly curbside service.
- Collect garbage from commercial customers via dumpster, compactor and curbside service on a weekly routine basis.
- Recycling is voluntary for all customers and is available for all commercial customers and multiplex dwelling units for an additional fee.
- Keep Jacksonville Beach beautiful through the oceanfront and downtown cleaning, graffiti abatement, and street sweeping programs.

Financial Summaries by Resource Allocation, Division, and Fund

Resource Allocation	Actual 2024	Original Budget 2025	Budget 2026	Increase- Decrease	% Change
Personal Services	5,984,569	6,594,211	7,130,081	535,870	8.1%
Operating-All Other	13,922,495	14,730,381	15,489,378	758,997	5.2%
Capital Outlay	8,283,362	18,708,000	14,211,500	(4,496,500)	-24.0%
Grants to Others	21,000	10,000	10,000	-	0.0%
Transfers	498,000	498,000	498,000	-	0.0%
Total	28,709,426	40,540,592	37,338,959	(3,201,633)	-7.9%

Division	Actual 2024	Original Budget 2025	Budget 2026	Increase- Decrease	% Change
0000-NonDiv	3,627,914	-	-	-	
0701-Streets & Maintenance	1,881,236	2,078,884	2,245,538	166,654	8.0%
0704-Public Works Administration	2,316,607	2,904,180	3,485,255	581,075	20.0%
0705-Water Plant	1,737,858	4,344,048	2,183,301	(2,160,747)	-49.7%
0706-Water Reclamation Facility	5,354,104	11,761,216	9,576,135	(2,185,081)	-18.6%
0707-Distribution & Collection	3,447,906	7,259,688	2,917,169	(4,342,519)	-59.8%
0710-Water Capital Projects	394,683	-	-	-	
0712-Stormwater	1,641,350	2,798,783	7,718,644	4,919,861	175.8%
0713-Sanitation	7,902,080	8,164,941	7,980,635	(184,306)	-2.3%
0743-Local Option Gas Tax	405,688	1,228,852	1,232,282	3,430	0.3%
Total	28,709,426	40,540,592	37,338,959	(3,201,633)	-7.9%

Fund	Actual 2024	Original Budget 2025	Budget 2026	Increase- Decrease	% Change
001-General Fund	1,881,236	2,078,884	2,245,538	166,654	8.0%
150-Local Option Gas Tax	405,688	1,228,852	1,232,282	3,430	0.3%
190-American Rescue Plan Act	3,627,914	-	-	-	0.0%
420-Water & Sewer Utility	13,251,158	26,269,132	18,161,860	(8,107,272)	-30.9%
423-Stormwater Utility	1,641,350	2,798,783	7,718,644	4,919,861	175.8%
430-Sanitation	7,902,080	8,164,941	7,980,635	(184,306)	-2.3%
Total	28,709,426	40,540,592	37,338,959	(3,201,633)	-7.9%

Capital Outlay: The decrease is attributable to the number and scope of capital projects. Detailed information about project expenditures can be found in the Capital Improvement Plan.

Authorized Positions

Administration	FY2024	FY2025	FY2026
Director of Public Works	1	1	1
City Engineer	1	1	1
Project Engineer	1	1	1
GIS Systems Analyst	1	1	1
Engineering Design / GIS Technician	1	1	1
Operations Administrator	2	2	2
Construction Project Superintendent*	0	1	1
Construction Project Manager	1	1	1
Construction Inspector** (part-time)	1	0	0
Construction Coordinator** (converted to full-time)	1	1	1
Division Total	10	10	10
Utility Plant Operations			
-Water Plant	FY2024	FY2025	FY2026
Utility Plant Operations Deputy Superintendent	1	1	1
Plant Operations Manager	1	1	1
Utility Plant Maintenance Supervisor	1	1	1
Lead Mechanic***	0	1	1
Utility Plant Operator Trainee, I, II, III	6	6	6
Mechanic I, II, III	4	3	3
Division Total	13	13	13
-Water Reclamation Facility	FY2024	FY2025	FY2026
Utility Plant Operations Superintendent	1	1	1
Plant Operations Manager	1	1	1
Lead Mechanic***	0	1	1
FOG (Fats, Oils & Grease) Program Coordinator	1	1	1
Mechanic I, II, III****	5	4	5
Utility Plant Operator Trainee, I, II, III	6	6	6
Utility Plant Instrumentation Technician	1	1	1
Division Total	15	15	16
Distribution & Collection and Streets			
-Distribution and Collection	FY2024	FY2025	FY2026
General Supervisor	1	1	1
Crew Supervisor	4	4	4
Equipment Operator I, II	2	2	2
Utility Service Worker I, II, III	8	8	8
Utility Locator*****	0	0	1
Division Total	15	15	16

Authorized Positions (continued)

-Streets	FY2024	FY2025	FY2026
Streets / Distribution and Collection Superintendent	1	1	1
Streets / Distribution and Collection Deputy Superintendent	1	1	1
General Supervisor	1	1	1
Crew Supervisor	2	2	2
Equipment Operator I, II	4	4	4
Traffic Marking/Signage Supervisor	1	1	1
Utility Service Worker I, II, III	6	6	6
Sanitation Supervisor	1	1	1
Sanitation Contract Coordinator	1	1	1
Division Total	18	18	18
Department Total	71	71	73

**Position added (FY2025) to support needed Public Works infrastructure improvements projects.*

***Two Part-time positions, Construction Inspector & Construction Coordinator converted to 1 full-time position, approved by City Council on 12/18/2023.*

****A Lead Mechanic position was created in both Plants to provide assistance to Utility Plant Maintenance Supervisor.*

*****A Mechanic position was added to Water Reclamation Facility for better operation and maintenance of the existing stormwater systems in FY2026.*

******Utility Locator position was added for FY2026 due to the increased volume of calls for utility locate and in-house project location requests.*