

For everyone's safety, in-person public access to this Regular Toho Water Authority Board Meeting will be limited. This meeting will also be available virtually.

The Toho Water Authority (Toho) Board of Supervisors will hold a regular Board meeting at 5 p.m. on Wednesday, September 11, 2024.

Those wishing to request a reservation for in-person attendance at the Board meeting, please email a request to tohoattend@tohowater.com with your name and phone number or contact and leave a message with the Executive Office at (407-944-5130).

Seating shall be subject to approved capacity. In addition to in-person attendance, members of the public may also listen/view this meeting by telephone or virtually through the Internet. Those attending in-person who wish to address the Board must submit a completed Hear the Audience Form. To make public comment or to participate in a public hearing, if any, requires attending the meeting in-person.

Those interested in attending by phone can do so by dialing 1-650-429-3300 then entering the access code: 2631 557 5773 Instructions to attend via the Internet shall be as set forth below:

When it's time, join your Webex meeting here.



More ways to join:

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Meeting number (access code): 2631 557 5773

Meeting password: bpZcYpnJ383

Tap to join from a mobile device (attendees only)

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Dial 26315575773@tohowater.webex.com

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Toho Water Board of Supervisors' Meeting

Date and Time: Wednesday, September 11, 2024 at 5:00PM

Board Members and Executive Staff:

Henry Thacker - Chair
Rayelynne Ketchum - Vice Chair
Tom White - Secretary
Skip Stellfox - Supervisor
John McAleenan - Supervisor
Hector Lizasuain - Supervisor
Dave Askew - Supervisor
Cheryl Grieb - Ex-Officio Board Member - Osceola County
Angela Eady - Ex-Officio Board Member - City of Kissimmee
Kolby Urban - Ex-Officio Board Member - City of St. Cloud
Rick Wilson - Ex-Officio Board Member - Polk County
Todd P. Swingle - Executive Director
Anthony Cotter - General Counsel

In accordance with Section 286.0105, Florida Statutes: Any person wishing to appeal any decision made by the Board of Supervisors with respect to any matter considered at such meeting or hearing will need to ensure that verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is made.

In accordance with Section 286.26, Florida Statutes: Any person needing assistance to participate in any of these proceedings should contact the office of the Executive Director at 407-944-5130 or via email at tohoutend@tohowater.com prior to the meeting.

1. Meeting called to order:

- 2. Moment of Silent Reflection and Pledge of Allegiance:
- 3. Approval of the Agenda:
- 4. Awards and Presentations: None
- 5. Public Hearing: None
- 6. Hear the Audience:
- 7. Consent Agenda:

The Consent Agenda is a technique designed to expedite handling of routine and miscellaneous business of the Board of Supervisors. The Board of Supervisors in one motion may adopt the entire Agenda. The motion for adoption is non-debatable and must receive unanimous approval. By request of any individual member, any item may be removed from the Consent Agenda and placed upon the Regular Agenda for debate.

7A. TOHO WATER AUTHORITY BOARD OF SUPERVISORS' REGULAR MEETING MINUTES OF August 21, 2024

Staff recommends the approval of the Board Meeting minutes from August 21, 2024. (Cost: None) (A. Smith)

7B. APPROVAL OF THE RANKING OF FIRMS AND SELECTION OF THE TOP RANKED FIRM, CHEN MOORE AND ASSOCIATES, INC., TO PROVIDE CONSULTING SERVICES FOR WATER AND RECLAIMED MAIN EXTENSIONS ON OSCEOLA COUNTY'S KINDRED TRIANGLE/CROSS PRAIRIE PARKWAY ROADWAY PROJECT (RFQu24-143). THE BOARD IS ALSO REQUESTED TO DELEGATE TO THE CEO/EXECUTIVE DIRECTOR EXECUTION OF THE CONSULTING SERVICES AGREEMENT AND PRELIMINARY ENGINEERING SCOPE AND FEE NOT-TO-EXCEED \$250,000.00.

Staff recommends Board approval the ranking of the firms and the selection of CMA as the top ranked firm. If a preliminary engineering scope of services negotiation with CMA cannot be concluded to staff's satisfaction, staff requests authorization to begin negotiations with the second ranked firm, Dewberry Engineers Inc. Staff further requests authorization for the CEO/Executive Director to execute the consulting services agreement and any such documents as are necessary to expend not-to-exceed \$250,000.00 under the first contract assignment for preliminary engineering consulting services (Cost: Preliminary design costs up to \$250,000.00 to be approved by the CEO/Executive Director) (K. Webster)

7C. APPROVAL OF A \$726,723.00 LOW BID WATER MAIN CONSTRUCTION CONTRACT WITH VK JENSEN ENTERPRISES, INC. AND A \$80,000.00 CONTIGENCY FOR THE MYRTLE AVENUE WATERMAIN EXTENSION PROJECT FOR A TOTAL AUTHORIZATION OF \$806,723.00

Staff requests approval of the construction contract and a total not-to-exceed authorization of \$806,723.00 which includes a base construction contract award of \$726,723.00 plus a \$80,000.00 contingency. Staff further requests authorization for the CEO/Executive Director to execute any such documents as are necessary to expend any contingency provided that the total contract and contingency expenditures remain within the total not-to-exceed contract and contingency limit approved by the Board. (Cost: Construction Bid of \$726,723.00 plus the requested Contingency of \$80,000.00 for a total of \$806,723.00) (M. Smart)

7D. APPROVAL OF GARNEY CONSTRUCTION INC AS THE CONSTRUCTION MANAGER AT RISK (CMAR) FOR THE PLEASANT HILL ROAD WATER MAIN AT REEDY CREEK CROSSING REPLACEMENT PROJECT AND AUTHORIZE THE CEO/EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE A CMAR AGREEMENT AND PRECONSTRUCTION PHASE SERVICES NOT-TO-EXCEED \$250,000. (RFQu-24-176)

Staff requests approval of Garney Contractors Inc as the CMAR for the Pleasant Hill Road Water Main project. Staff requests authorization for the CEO/Executive Director to negotiate and execute a Construction Manager at Risk Agreement for the project and preconstruction phase services and an initial authorization not-to-exceed the CEO / Executive Director's signature authority of \$250,000. (Cost: Preconstruction Services not-to-exceed \$250,000) (M. Chavez)

7E. APPROVAL OF GARNEY CONSTRUCTION INC AS THE CONSTRUCTION MANAGER AT RISK (CMAR) FOR THE WESTSIDE BLVD FORCE MAIN REPLACEMENT PROJECT AND AUTHORIZE THE CEO/EXECUTIVE DIRECTOR TO NEGOTIATE AND TO EXECUTE A CMAR AGREEMENT AND PRECONSTRUCTION PHASE SERVICES NOT-TO-EXCEED \$250,000. (RFQu-24-176)

Staff requests approval of Garney Contractors Inc as the CMAR for the Westside Blvd. Force Main (FM) project. Staff further requests authorization for the CEO/Executive Director to negotiate and execute a Construction Manager at Risk Agreement for the project and preconstruction phase services and an initial authorization not-to-exceed the CEO / Executive Director's signature authority of

\$250,000. (Cost: Preconstruction Services not-to-exceed \$250,000) (M. Chavez)

- 7F. APPROVAL OF THE RANKING OF FIRMS AND SELECTION OF THE TOP RANKED FIRM, TETRA TECH, INC. TO PROVIDE CONSULTING SERVICES FOR PLEASANT HILL ROAD WATER MAIN AT REEDY CREEK CROSSING (RFQu24-166). THE BOARD IS ALSO REQUESTED TO DELEGATE TO THE CEO/EXECUTIVE DIRECTOR **EXECUTION** OF THE CONSULTING SERVICES AGREEMENT AND PRELIMINARY **ENGINEERING SCOPE AND FEE NOT-TO-EXCEED \$250,000.00.** Staff recommends Board approval of the ranking of the firms and the selection of Tetra Tech as the top ranked firm. Staff requests authorization for the CEO/Executive Director to execute the consulting services agreement and any such documents as are necessary to expend not-to-exceed \$217,400.00 under the first contract assignment for preliminary engineering consulting services. If a preliminary engineering scope of services negotiation with Tetra Tech cannot be concluded to staff's satisfaction, staff requests authorization to begin negotiations with the second ranked firm, CMA. (Cost: Preliminary design costs up to \$250,000.00 to be approved by the CEO/Executive Director.) (M. Chavez)
- 7G. APPROVAL OF A \$381,893 ADDENDUM # ENG.CC.RFQu22-099.BLA.3.0 WITH BLACK & VEATCH'S (B&V) CONTINUING CONSULTANT AGREEMENT FOR THE DYER BLVD. FORCE MAIN REPLACEMENT AND THE ORLANDO UTILITIES COMMISSION (OUC) POTABLE WATER INTERCONNECTION PROJECT. THE BOARD IS ALSO REQUESTED TO APPROVE A \$38,000 CONTINGENCY FOR A TOTAL NOT-TO-EXCEED BOARD AUTHORIZATION OF \$419,893.

Staff requests approval of this addendum and a total not-to-exceed authorization of \$419,893. This authorization includes the addendum funding of \$381,893 plus \$38,000 contingency. Staff further requests authorization for the Executive Director/CEO to execute any such documents as necessary to expend the contingency provided that the total addendum and contingency expenditures remain within the total not-to-exceed addendum and contingency limit approved by the Board. (Cost: Design Scope of Services in the amount of \$381,893 plus a Contingency of \$38,000 for a total amount of \$\$419,893) (K Burgess)

7H. APPROVAL OF A \$1,441,418.40 LOW BID CONSTRUCTION CONTRACT AWARD TO INSITUFORM TECHNOLOGIES, LLC, FOR THE LIFT STATION 53 GRAVITY SEWER REHABILITATION PROJECT. THE BOARD IS ALSO REQUSTED TO APPROVE A

\$145,000 CONSTRUCTION CONTINGENCY FOR A TOTAL AUTHORIZATION OF \$1,586,418.40.

Staff requests approval of a total not-to-exceed authorization of \$1,586,418.40 which includes a base authorization amount of \$1,441,418.40 plus \$145,000 contingency. Staff further requests authorization for the CEO/Executive Director to execute any such documents as are necessary to expend any contingency provided that the total construction contract and contingency expenditures remain within the total not-to-exceed construction contract and contingency limit approved by the Board. (Cost: A Bid of \$1,441,418.40 and a Contingency of \$145,000.00 for a Total Cost of \$1,586,418.40) (L. Shields)

71. APPROVAL OF AN INTERLOCAL AGREEMENT (ILA) WITH OSCEOLA COUNTY FOR THE BUENAVENTURA BOULEVARD COMPLETE STREETS PROJECT INCLUDING \$2,400,000.00 IN FUNDING.

Staff requests the Board approve an Interlocal Agreement between the Toho Water Authority and Osceola County for the Buenaventura Boulevard Complete Streets project for a total not to exceed funding of \$2,400,000.00. Staff further requests authorization for the Executive Director/CEO to execute any such documents as are necessary to expend any contingency provided that the total contract and contingency expenditures remain within the total not-to-exceed contract and contingency limit approved by the Board. (Cost: This Interlocal agreement \$2,400,000.00) (S. Denzler)

7J. APPROVAL OF A \$43,478.00 ADDITIONAL SERVICES ADDENDUM #3 WITH TETRA TECH FOR THE LS 97 FORMOSA GARDENS SEWER REHABILITATION PROJECT. THE BOARD IS REQUESTED TO APPROVE THE ADDITIONAL FUNDING OF \$27,469.00 INCREASING THE AUTHORIZED FUNDING FROM \$587,039.00 TO \$614,508.00. (THE \$27,469.00 INCREASE PLUS AVAILABLE \$16,009.00 CONTINGENCY EQUALS \$43,478.00) IFB-24-165.

The existing approved Board authorization is \$587,039.00. Staff requests approval of \$27,449.00 additional funding and approval of addendum #3. The total not-to-exceed authorization is increased to \$614,508.00 based on this funding request of \$27,469.00. Staff further requests authorization for the Executive Director to execute any such documents as are necessary to expend any contingency provided that the total contract and contingency_expenditures remain within the total not-to-exceed contract and contingency limit approved by the Board. (Cost: Previously Approved amount of \$587,039.00 and this request of \$27,469.00 for a Total Request of \$614,508.00) (L. Shields)

7K. APPROVAL OF THE FIRST RENEWAL WITH MORTON SALT, INC. FOR THE PROVISION OF ROCK SALT (IFB-22-087)

Staff recommends approval of the First Renewal to the Agreement with Morton Salt Inc. to extend the current term of the contract through September 30, 2026. (Cost: \$600,000 for a total Not-to-Exceed \$1,171,248 for the term of the Agreement.) (J. Cains)

7L. APPROVAL OF SEPTEMBER - 2024 ASSET DISPOSAL

Staff recommends Board approval to dispose of the listed inventory items through donation, auction, disposal, Trade in or recycling. (Cost: None) (M. Mzee)

7M. APPROVAL TO PIGGYBACK TECHNOLOGY CATALOG SOLUTIONS AGREEMENT BETWEEN SOURCEWELL AND SHI INTERNATIONAL CORP (CONTRACT #081419-SHI) FOR MICROSOFT 365 ENTERPRISE AGREEMENT RENEWAL (PBA-24-025) EA8462954 AND TRUE-UP PURCHASE FOR SQL NODES, AZURE STORAGE AND UPGRADE OF POWER BI PREMIUM

Staff recommends approving the Enterprise Agreement with Microsoft through the Source Well Technology Catalog Solutions contract with SHI International Corp for \$1,070,988.82. Staff further requests a \$100,000.00 allocation for storage on Microsoft Azure to ensure adequate storage for record retention requirements resulting in a total not-to-exceed board authorization of \$1,170,988.82. Staff request authorization for the CEO/Executive Director to execute documents associated with this contract up to the total not-to-exceed amount limit approved by the Board. (Cost: Microsoft 365 cost of \$268,562.32 with SQL Notes (One Time) cost of \$789,609.60 plus Azure Storage of \$10,259.10 and Premium Power BI of \$2,557.80 making a Total Contract Amount of \$1,070,988.82 with the addition of Azure Storage (Teams) for \$100,000 making a Total Board Authorization of \$1,170,988.82.) (R. Potts)

7N. APPROVAL TO EXECUTE FIRST RENEWAL AGREEMENT FOR CONTINUED COLOCATION SERVICES FROM CORESITE REAL ESTATE OR1 LLC (BW-15-117)

Staff recommends the Board delegate authority to the Executive Director to execute the First Renewal Agreement with CoreSite Real Estate OR1 LLC for a total not-to-exceed amount of \$117,480. (Cost: \$58,740 annually, for a total not to exceed amount of \$117,480 for the two (2) year Agreement term) (J. Klaskin Press)

70. APPROVAL OF PIGGYBACK AGREEMENTS WITH AMSCOT CORPORATION AND WITH MONEYGRAM PAYMENT SYSTEMS,

INC. FOR THE PROVISION OF PAYMENT PROCESSING SERVICES FOR \$540,000 (PBA-24-200)

Staff recommends the Board delegate authority to the Executive Director to execute the contract with Amscot and MoneyGram using the Orlando Utilities Commission's Payment Processing Services Contract Number 3405-OQ. through September 30, 2027. (Cost: Total not to exceed amount of \$540,000 combined for the two-year term of both agreements.) (C. McClendon-Adorkor)

7P. APPROVAL OF THE DEVELOPERS SERVICE AGREEMENT WITH NARCOOSSEE LAND VENTURES, LLC FOR THE TWIN LAKES DEVELOPMENT PHASE 3.

Staff recommends approval of the Twin Lakes Office Developer's Service with Narcoossee Land Ventures, LLC. (Costs: None) (C. Clough)

7Q. APPROVAL OF A \$300,000 CONTINGENCY FOR THE WATER AND WASTEWATER SERVICE, ANNEXATION AND DEVELOPMENT AGREEMENT WITH EDGEWATER FLORIDA HOLDINGS LLC FOR A TOTAL AUTHORIZATION OF \$2,611,734.54 (PREVIOUSY APPROVED ST CLOUD FUNDING OF \$2,311,734.54 PLUS \$300,000).

The existing approved authorization is \$2,311,734.54 (St. Cloud obligation assumed by Toho with the October 2022 merger). Staff requests approval of a \$300,000 contingency to increase the total not-to-exceed authorization to \$2.611.734.54 based upon the existing approved authorization of \$2,311,734.54 plus \$300,000 contingency. Staff further requests the Board delegate the reimbursement agreement negotiation and execution for all reimbursements to the CEO/Executive Director with a not-to-exceed funding authorization of \$2,611,734.54 and any such documents as are necessary to expend the not-to-exceed authorized funding. (Cost: Total reimbursement costs not-to-exceed \$2,611,734.54, which includes a \$300,000 contingency and is also inclusive of the initial reimbursement of \$367, 590 (force main upsizing of \$130,151, water main upsizing of \$115,931, and reuse main upsizing of \$121,508). (C. Clough)

7R. TOHO UTILITY SYSTEM REVENUE NOTE, SERIES 2009 INTEREST RATE RESET

Approval of the attached Resolution. (Cost: Financing costs of not to exceed \$45,000 associated with this item will be paid from legally available funds of Toho) (R. Henderson)

7S. APPROVAL TO DELEGATE TO THE CEO/EXECUTIVE DIRECTOR AUTHORITY TO EXECUTE THE FIRST AMENDMENT

TO THE TOHOPEKALIGA WATER AUTHORITY WATER AND WASTEWATER SYSTEM DEVELOPER'S SERVICE AGREEMENT FOR PROSE HORIZONS WEST VENTURE. LP

Staff requests the Board delegate to the CEO/Executive Director authority to execute the First Amendment to the Toho Water Authority's Water and Wastewater System Developer's Service Agreement for Prose Horizons West Venture, LP. (There are no costs to Toho associated with this request.) (r. Pelham)

7T. APPROVAL OF THE SELECTION OF THE TOP RANKED FIRM WHARTON-SMITH, FOR THE HARMONY WATER TREATMENT PLANT (WTP) UPGRADE AND EXPANSION PROJECT CONSTRUCTION MANAGER AT RISK SERVICES (CMAR) AND AUTHORIZE THE CEO/EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE THE CMAR AGREEMENT AND PRECONSRUCTION PHASE SERVICES FOR THE PROJECT NOT-TO-EXCEED \$400,000 (RFQU-24-171)

Staff requests approval of the selection of Wharton-Smith for the Harmony WTP Upgrade and Expansion Project. Staff further requests authorization for the Executive Director/CEO to negotiate and execute the Construction Manager at Risk Agreement with Wharton-Smith and preconstruction phase services not-to-exceed \$400,000. Should staff fail to reach agreement with the top ranked CMAR, firm, staff requests approval to begin negotiation with the second ranked CMAR, firm Haskell. (Cost: Preconstruction Services \$400,000) (R. Pelham)

7U. APPROVE THE SELECTION OF THE TOP RANKED FIRM, HASKELL, FOR THE SUNBRIDGE WTP EXPANSION PROJECT CONSTRUCTION MANAGER AT RISK SERVICES (CMAR) AND AUTHORIZE THE CEO/EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE THE CMAR AGREEMENT AND PRECONSTRUCTION PHASE SERVICES FOR THE PROJECT NOT-TO-EXCEED \$400,000 (RFQU-24-171)

Staff requests approval of the selection of Wharton-Smith for the Sunbridge WTP Expansion Project. Staff further requests authorization for the Executive Director/CEO to negotiate and execute the Construction Manager at Risk Agreement with Wharton-Smith and preconstruction phase services not-to-exceed \$400,000. Should staff fail to reach agreement with the top ranked CMAR, firm, staff requests approval to begin negotiation with the second ranked CMAR, firm Haskell. (Cost: Preconstruction Services \$400,000) (R. Pelham)

8. Informational presentations:

8A. TOHO STRATEGIC PLAN

Approval of the new Toho Strategic Plan effective October 1, 2024. (Cost: None) (R.Martinez)

8B. CUSTOMER EXPERIENCE PERFORMANCE UPDATE

For information only, no action required by the Board (Cost: None) (H. Havey)

8C. TOHO EAST WATER TREATMENT PLANT (WTP) #4, DISTRIBUTION SYSTEM, UPDATES

For information only, no action required by the Board (Cost: None) (M.Doan)

8D. LEGISLATIVE STATUS REPORT

For information only, no action required by the Board (Cost: None) (T. Swingle)

- 9. Unfinished business: None
- 10. New business:

10A. APPROVAL OF THE FISCAL YEAR 2025 BUDGET RESOLUTION 2024-010

Staff recommends approval of the Fiscal Year 2025 Annual Budget through Resolution 2024-010 as presented, including the aforementioned final adjustments. (Cost: No cost associated with this item) (R.Henderson)

10B. APPROVAL TO PURCHASE THE ANNUAL VEHICLE REQUIREMENTS FROM THE STATE CONTRACT, FL. SHERIFF CONTRACT, SOURCEWELL CONTRACT, CITY OF TALLAHHASSEE, TOHO BID OR OTHER PURCHASING METHOD THAT COMPLIES WITH TOHO'S PROCUREMENT MANUAL

Staff recommends approval to procure the 2025 annual budgeted Toho vehicle requirements from the Florida Sheriff's Association bid, the State of Florida Contract, Sourcewell Contract, City of Tallahassee contract or Toho issued bid or any other purchasing method that complies with Toho's procurement manual and to authorize the Executive Director to purchase the vehicles listed above for the not to exceed annual budget. (Cost: Not to Exceed \$6,694,825) (C. Weber)

10C. FY2025 COMMUNITY SPONSORSHIPS REQUESTS AND RECOMMENDATIONS

Staff request board input for adjustments to the sponsorship plan and approval of a final allocation for FY2025 sponsorships. (Cost: The total proposed authorized cost is \$231,500 with \$61,500 allocated to large event / community sponsored events and \$170,000 allocated to community sponsorships with \$144,000.00 specific sponsorships identified.) (J. Floer)

10D. BOARD INPUT ON THE EXECUTIVE DIRECTOR AND GENERAL COUNSEL ANNUAL REVIEWS

Board discussion regarding performance reviews for the CEO/Executive Director and General Counsel and direction regarding annual compensation and/or contract adjustments. (Cost: None) (A. Smith)

10E. APPROVAL TO NEGOTIATE DEVELOPERS SERVICE AGREEMENTS WITH FISH LAKE TOWNHOMES AND NOVA APARTMENTS TO ESTABLISH DSA SPECIAL CONDITIONS AND COST SHARE RELATED TO INFRASTRUCTURE IN THE VICINITY OF AERONAUTICAL BOULEVARD, PARTIN SETTLEMENT ROAD, AND US 192

Staff recommends approval by the Board authorizing the Executive Director/CEO and General Counsel to negotiate the proposed Developer's Service Agreements with the Fish Lake Townhome and Nova Apartment developers to share cost in the force and reuse main extensions. Staff further requests the Board delegate authority to the Executive Director/CEO to execute such an agreement on behalf of Toho Water Authority, subject to prior consultation with a Board representative of the Board's choosing. Finally, staff requests that the Board direct and authorize the Executive Director/CEO to negotiate and execute reimbursement in an amount not to exceed \$604,670) (M. Doan)

10F. CONCEPTUAL APPROVAL OF UTILITY MAIN CONSTRUCTION COST-SHARE AGREEMENT CANOE CREEK ROAD & CORD AVENUE; DELEGATION TO CEO TO NEGOTIATE TERMS AND EXECUTE FINAL AGREEMENT

Staff requests conceptual approval of the draft Utility Main Construction Cost-Share Agreement, Canoe Creek Road & Cord Avenue. Staff requests authorization for the CEO/Executive Director to negotiate and execute the final Utility Main Construction Cost-Share Agreement, Canoe Creek Road & Cord Avenue. (Cost: Cost to Toho to administer the escrow is nominal. There is no cost to Toho for the design, engineering, permitting, and construction of the Utility Project.) (A. Cotter)

11. Staff reports:

11A. FLORIDA RECOVERY OBLIGATION CALCULATION (F-ROC) PROGRAM

For information only, no action required by the Board (Cost: None) (N. Rivera)

11B. INFRASTRUCTURE EMERGENCY REPAIR STATUS REPORT

Information only. No action is required by the Board. (Cost: Report only; emergency construction contracts, executed by CEO/ Executive Director, exceeding his non-emergency cost threshold are submitted as agenda board reports.) (R Pelham)

12. Comments:

Board Officials Executive Director General Counsel

13. Upcoming events:

Patriot Day	9/11/2024
City of Kissimmee Food Truck Fly-In	
Event	9/14/2024
Hispanic Heritage Month begins	9/15/2024
National IT Professionals Day	9/17/2024
Good Neighbor Day	9/28/2024
Disability Awareness Month	10/1/2024
Cybersecurity Month	10/1/2024
Rosh Hashanah	10/2/2024
Viva Osceola	10/7/2024
Customer Service Week	10/7/2024