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**Board of Supervisors  
Regular Meeting Minutes  
Wednesday August 21, 2024**

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**Present:**

Chairman - Henry Thacker  
Vice Chairman – Rayelynn Ketchum  
Supervisor - Hector Lizasuain  
Secretary – Tom White  
Supervisor – Dave Askew  
Supervisor – Skip Stellfox

Executive Director – Todd P. Swingle  
General Counsel – Anthony Cotter  
Ex Officio Board Member, City of  
St Cloud - Kolby Urban  
Ex Officio Board Member, City of  
Kissimmee - Angela Eady  
Ex Officio Board Member,  
Osceola County - Cheryl Grieb  
Ex-officio Board Member, Polk County, Rick  
Wilson.

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**Absent:** Supervisor – John McAleenan

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1. **Meeting called to order by:** Chairman Thacker at 5.00pm.
2. **Moment of Silent Reflection and Pledge of Allegiance** led by Chairman Thacker.
3. **Approval of the Agenda**  
  
**Motion to approve the Agenda, made by Vice Chair Ketchum. Motion seconded by Supervisor Askew. Motion passed 6-0.**
4. **Awards and Presentations: None**
5. **Public Hearing: None**
6. **Hear the Audience:**

Meeting floor was opened for Hear the Audience. This item is for comments/questions relating to topics not listed on this meeting's Agenda.

Mr. Bustamante requested that the Board grant an exception to Capital Home Trust, the developer of three residential properties in Poinciana, permitting him to make his CIAC fee payment at the time of closing on the sale of each of the three homes. His request was heard. CEO Swingle stated that Mr. Bustamante's construction permits date back to at least 2019 and the homes are at or near completion making it in Toho's best interest to facilitate connection provided that there were adequate assurances of payment within a reasonable time period. CEO Swingle proposed to work with Mr. Bustamante on the details of this exception, including a one-year



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payment period followed by the CIAC fees being applied as an assessment if the fees remaining unpaid.

**Motion to approve the exception, as detailed above, made by Supervisor Stellfox. Motion seconded by Secretary White. Motion passed 6-0.**

Mr McDaniel of Avalon GP LLC, the developer of Avalon Apartments at Bali ("Avalon") requested that the Board approve a variance to the requirement to provide Toho access to submeters outside of each unit for permitting Avalon to provide permanent access to the submeters inside the units rather than outside of the units. The request was heard, and CEO Swingle stated that Toho staff understands that the developer was in design prior to and concurrent with the timing of Toho's sub-metering policy changes. Based upon this information, Toho was supportive in this instance of the variance.

**Motion to approve the exception, as detailed above, made by Secretary White. Motion seconded by Supervisor Lizasuain. Motion passed 6-0.**

## **7. Consent Agenda**

**CEO pulled item 7F for separate vote, to include FDOT's new requirement of Resolution, which needs to be signed by Board Chair.**

### **7A. APPROVAL OF TOHO WATER AUTHORITY BOARD OF SUPERVISORS' REGULAR MEETING MINUTES OF July 31, 2024**

Staff recommends the approval of the Board Meeting minutes from July 31, 2024. (Cost: None) (A. Smith)

### **7B. APPROVAL OF A \$1,116,312 CONTRACT ADDENDUM WITH TETRA TECH, INC. AND A \$100,000 CONTINGENCY FOR PROJECT MANAGEMENT, CONSTRUCTION ADMINISTRATION, AND CONSTRUCTION OBSERVATION SERVICES FOR THE CYPRESS LAKE WATER ALTERNATIVE WATER SUPPLY CONCENTRATE DISPOSAL INJECTION WELL CONSTRUCTION PROJECT. THE TOTAL BOARD AUTHORIZATION REQUEST IS \$1,216,312.**

Staff recommends approval of the Addendum with Tetra Tech for project management, construction administration, and construction observation services for the construction of the second IW and associated MW in the amount of \$1,116,312 and a \$100,000 contingency for a total not-to-exceed authorization of \$1,216,312 (with 40% of the total cost to be reimbursed by the Water Cooperative of Central Florida project participants). Staff further requests Board authorization for the Executive Director/CEO to execute any documents as are necessary to expend such contingency up to the total not-to-exceed amount limit approved by the Board of Supervisors. In the event the cost exceeds this authorized limit, any additional project expenditure will be brought back to the Board of Supervisors for approval. (Cost: Tetra Tech Contract Addendum of \$1,116,312.00 (initially funded by Toho) plus



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Contingency of \$100,000.00 for a Total Cost of \$1,216,312.00. Total Toho Cost (after reimbursement by WCCF members) being Toho's 60% proportional share of proposal of \$669,787.20 and Toho's 60% proportional share contingency of \$ 60,000.00 (not-to exceed) Bringing Toho's total funding obligation to \$729,787.20. The project will be funded by budgeted funds for the Cypress Lake Alternative Water Supply Project, project # 113031.) (D. Beatty)

7C. **APPROVAL OF THE RANKING OF FIRMS AND THE SELECTION OF THE TOP RANKED FIRM, PC CONSTRUCTION, FOR THE WATER TREATMENT PLANT #4 IMPROVEMENTS PROJECT CONSTRUCTION MANAGER AT RISK SERVICES (CMAR) AND AUTHORIZE THE CEO/EXECUTIVE DIRECTOR TO NEGOTIATE AND EXECUTE THE CMAR AGREEMENT AND PRECONSTRUCTION PHASE SERVICES NOT-TO-EXCEED \$500,000 (IFB-24-127)**

Staff requests approval of the ranking of firms and the selection of PC Construction, the top ranked firm for the WTP #4 Improvements project. Staff further requests authorization for the Executive Director/CEO to negotiate and execute the Construction Manager at Risk Agreement with PC Construction and preconstruction phase services not-to-exceed \$500,000. Pre-construction fees in excess of \$500,000, to be approved by the CEO/Executive Director (with Board authorization), will be submitted for Board consideration at a future Board meeting. Should staff fail to reach agreement with the top ranked CMAR, firm PC Construction, staff requests approval to begin negotiation with the second rank CMAR, firm Wharton-Smith and the third firm, Vogel Bros, if an agreement is not reached with the second ranked firm. (Cost: Preconstruction Services \$500,000) (T. Pang)

7D. **APPROVAL OF A \$11,964,000.00 CONSTRUCTION CONTRACT AGREEMENT WITH THE LOW RESPONSIVE BIDDER, YOUNGQUIST BROTHERS, INC. FOR THE CONSTRUCTION OF THE SECOND CYPRESS LAKE CONCENTRATE DISPOSAL WELL (IFB-24-157). THE BOARD IS ALSO REQUESTED TO APPROVE A \$1,000,000 CONTINGENCY FOR A TOTAL AUTHORIZATION OF \$12,964,000.00**

Staff recommends approval of the \$11,964,000 contract agreement with Youngquist Brothers, Inc. for the Cypress Lake Concentrate Disposal Injection Well and Monitoring Well Construction Project and a \$1,000,000 contingency for a total not-to-exceed authorization of \$12,964,000 (with 40% of the total cost to be reimbursed by the Water Cooperative of Central Florida project participants). Staff also requests Board authorization for the Executive Director/CEO to execute any documents as are necessary to expend such contingency up to the total not-to-exceed limit approved by the Board of Supervisors. In the event the cost exceeds this authorized limit, any additional project expenditure will be brought back to the Board of Supervisors for approval. (Cost: Low Bid – Youngquist Bros. Inc. for \$11,964,000 (initially funded by Toho less SFWMD Grant Funding of \$(-3,000,000) plus a contingency of \$1,000,000 for a total Project Cost of \$9,964,000. Total Toho Cost (after reimbursement by WCCF members) being Toho's 60%



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proportional share of low bid of \$7,178,400 less 60% of SFWMD grant funding of \$(1,800,000) and Toho's 60% proportional share contingency of \$600,000 (not-to exceed) bringing Toho's total 60% funding obligation to \$5,978,400 (including contingency). The project will be funded by budgeted funds for the Cypress Lake Alternative Water Supply Project, project # 113031. (D. Beatty)

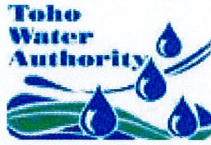
**7E. APPROVAL OF THE CYPRESS LAKE ALTERNATIVE WATER SUPPLY PROJECT WATER WHEELING INFRASTRUCTURE COST-SHARING SUB-AGREEMENT NO. 5 (SA-5) BETWEEN TOHO WATER AUTHORITY, ORANGE COUNTY AND POLK COUNTY FOR THE POINCIANA BLVD. WATER MAIN PROJECT AND DELEGATE TO THE CEO/EXECUTIVE DIRECTOR EXECUTION OF THE SUB-AGREEMENT.**

Staff recommends approval of the Cost-Sharing of Water Wheeling Infrastructure Project Sub-Agreement No. SA-5 and requests authorization for the Executive Director to sign the Sub-Agreement on behalf of the Board. (Cost: Previously approval total of \$17,033,707 less reimbursements of \$(11,686,826) making a net total cost of \$5,346,881. Note, no additional funds are requested, the Board approved the project funding Oct. 10, 2022. However, if conditions arise requiring funding above the available contingency a funding request will be submitted for Board consideration at a future Board meeting.) (P. Jung)

**7F. APPROVAL OF A UTILITY WORK BY HIGHWAY CONTRACTOR (UWHC) AGREEMENT BETWEEN TOHO WATER AUTHORITY AND THE FLORIDA DEPARTMENT OF TRANSPORTATION FOR THE US 192 /VINE STREET FROM BAMBOO LANE TO MAIN STREET, STATE ROAD 530 RESURFACING PROJECT (FPID 448783-1-56-011) INCLUDING \$685,377.00 FUNDING FOR TOHO'S PROJECT COST AND AGREEMENT CONTINGENCY. THE BOARD IS ALSO REQUESTED TO DELEGATE TO THE CEO/EXECUTIVE DIRECTOR AUTHORITY TO NEGOTIATE AMENDMENTS TO THE AGREEMENT TO SPEND A SEPARATE TOHO CONTINGENCY NOT-TO-EXCEED \$70,000.00 THE TOTAL REQUESTED FUNDING IS \$755,377.00.**

Staff request the Board approved the Utility Work by Highway Contractor Agreement between the Toho Water Authority and FDOT for the US 192/Vine St from Bamboo Lane to Main Street project including \$685,377.00 funding and a separate Toho contingency of \$70,000.00 for a total project not-to-exceed funding request of \$755,377.00. Staff further requests authorization for the Executive Director/CEO to execute any such documents as are necessary to expend any Toho contingency provided that the total expenditures remain within the total not-to-exceed funding limit approved by the Board. (Cost: Total costs including Utility Work by Highway Contractor of \$593,400.00 and a 5% FDOT Mobilization/MOT Fee of \$29,670.00 plus a 10% Agreement Contingency of \$62,307.00 making a total FDOT Agreement funding of \$685,377.00. Additionally, a Toho Contingency of \$70,000.00 making this total request of \$755,377.00) (K. Burgess)

**7G. APPROVAL OF THE RESOLUTION AMENDING THE INDUSTRIAL**



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**PRETREATMENT RESOLUTION TO INCLUDE PROVISIONS FOR MORE STRINGENT STANDARDS AND DEFINITIONS FOR CLARITY.**

Staff and General Counsel recommends the approval of the Resolution Amendment 2024-005. (Cost: None) (N. Cudahy)

- 7H. **APPROVAL OF THE RANKING OF FIRMS AND SELECTION OF THE TOP RANKED FIRM, TETRA TECH, TO PROVIDE ENGINEERING CONSULTING SERVICES FOR THE EDGEWATER REUSE STORAGE AND REPUMP STATION (RFQu24-132). THE BOARD IS ALSO REQUESTED TO AUTHORIZE THE CEO/EXECUTIVE DIRECTOR TO EXECUTE THE CONSULTING SERVICES AGREEMENT AND PRELIMINARY ENGINEERING SCOPE AND FEE UP TO \$250,000.00**

Staff recommends Board approval of the ranking of the firms and the selection of Tetra Tech as the top ranked firm. If a 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, Hazen and Sawyer, 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 up to \$250,000.00 under the first contract assignment for preliminary engineering consulting services. (Cost: Up to \$250,000.00 to be approved by the CEO/Executive Director.) (K. Webster)

- 7I. **APPROVAL OF SIMPSON RIDGE CIRCLE LTD. 2201 SIMPSON RIDGE CIRCLE**

Staff recommends approval of the proposed Simpson Ridge Circle LTD reimbursement. (Cost: Reimbursement in the amount of \$24,296.57) (J. Towns)

- 7J. **APPROVAL OF MADISON WATERSTAR OWNER LLC**

Staff recommends approval of the proposed Madison Waterstar customer reimbursement (Cost: Reimbursement in the amount of \$ 110,073.73) (J. Towns)

- 7K. PULLED

- 7L. **APPROVAL OF ADDITIONAL FUNDING OF \$255,906.65 TO FUND A \$566,778.92 CHANGE ORDER (CO) #4 FOR THE POINCIANA VILLAGE 7, NEIGHBORHOOD 2 WEST UTILITIES EXTENSION PROJECT AND AN ADDITIONAL \$400,000 IN CONTINGENCY. THE AVAILABLE BOARD APPROVED CONTINGENCY IS \$310,872.27, THE ADDITIONAL REQUEST FUNDS THE DIFFERENCE BETWEEN THE AVAILABLE CONTINGENCY AND CHANGE ORDER PLUS \$400,000. THE REQUEST INCREASES THE APPROVED PROJECT FUNDING BY \$655,906.65 FOR A TOTAL OF \$5,094,504.65 (IFB-21-088)**

The existing approved Board authorization is \$4,438,643.00. Staff requests approval of an additional funding request of \$655,906.65 to increase the total not-to-exceed authorization to \$5,094,549.65 of which \$255,906.65 funds



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Change Order #4 and a \$400,000 contingency for a delay claim settlement. Staff therefore requests the Board approval of Change Order #4. 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: Total costs including the Previously Encumbered \$4,127,770.73 plus an Approved Available Contingency \$310,872.27. Additionally, this request for Net Change Order Additional Funding \$255,906.65 (\$566,778.92 - \$310,872.27) plus a Contingency of \$400,000.00 making this Total Request of \$5,094,504.65.) (E. Ratliff)

**7M. APPROVAL FOR AN ADDITIONAL TWO-YEAR MAINTENANCE AGREEMENT WITH PALL CORPORATION TO SUPPORT STAFF OPERATION OF THE TEMPORARY PALL FILTERS INSTALLED AT TOHO EAST (ST CLOUD) WATER TREATMENT PLANT #4.**

Staff request approval of an additional two-year maintenance agreement with Pall Corporation to support staff operation of the temporary Pall Filters installed at the Toho East (St Cloud) Water Treatment Plant #4 through October 31, 2026. (Cost: An additional \$117,000 for a total not-to-exceed amount of \$2,746,781 for the term of the Agreement) (V. Forde)

**7N. APPROVAL OF THE RANKING OF FIRMS AND THE SELECTION OF THE TOP RANKED FIRM, HAZEN AND SAWYER TO PROVIDE ENGINEERING CONSULTING SERVICES FOR THE SUNBRIDGE WATER RECLAMATION FACILITY EXPANSION PROJECT.**

Staff recommends Board approval of the ranking of firms and Hazen and Sawyer as the top ranked firm. Staff further recommends if a scope of services negotiation with Hazen and Sawyer cannot be concluded to staff's satisfaction, staff requests authorization to begin negotiations with the second ranked firm, Black & Veatch. (Cost: None at this time. A scope of services and fee will be submitted to the Board for approval at a future meeting.) (P. Jung)

**7O. APPROVAL OF HARRIS COMPUTER CORPORATION, OPERATING AS AN ADVANCED UTILITY SYSTEM – ADDITIONAL LICENSES PURCHASE FOR 50 LICENSES.**

Staff recommends Board approval of the purchase of fifty (50) additional licenses at the total cost of \$292,500 and a contingency of \$30,000 for potential purchases of licenses if needed for FY 2025. (Cost: License fee for 50 additional licenses of \$ 325,000.00 less a discount of \$32,500.00 and an additional maintenance fee of \$81,250.00. Thus, the total cost for the additional licenses and annual maintenance is \$292,500.00. (R. Potts)

**7P. APPROVAL OF \$510,876 IN ADDITIONAL DESIGN SERVICES AND ADDENDUM 19 WITH WSP FOR THE TOHO RESERVOIR ALTERNATIVE WATER SUPPLY (AWS) PROJECT INCREASING**



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**THE TOTAL BOARD AUTHORIZATION FROM \$5,678,036 to \$6,188,912.**

The Board is requested to approve a \$510,876 additional design scope of services and addendum 19 with WSP for the Toho Reservoir SWTF project increasing the total Board authorization from \$5,678,036 to \$6,188,912. 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 Request for Additional Design Fee of \$510,876 and the previous Approved Design costs of \$5,358,036 with Contingency of \$320,000 (totaling a Previous Approved amount of \$ 5,678,036 for a Total Design Project Funding of \$6,188,912.) (T. Pang)

- 7Q. **APPROVAL TO WAIVE TOHO'S COMPETITIVE BIDDING PROCESS [BW-24-202], APPROVE A \$620,500 SCOPE OF SERVICES, AND DELEGATE CONTRACT EXECUTION TO THE CEO/EXECUTIVE DIRECTOR WITH MURPHY PIPELINE CONTRACTORS TO PROVIDE DESIGN AND CONSTRUCTION SERVICES FOR THE PIPEBURSTING REPLACEMENT OF THE MARIGOLD 14-INCH WASTEWATER FORCE MAIN AT CYPRESS PARKWAY. THE BOARD IS ALSO REQUESTED TO APPROVE A \$100,000 CONTINGENCY FOR A TOTAL AUTHORIZATION NOT-TO-EXCEED \$720,500.**

The Board is requested to waive Toho's competitive bidding process and approve a \$620,500 scope of services with Murphy Pipeline Contractors for the Pipe bursting Replacement of the Marigold 14-inch Wastewater Force Main at Cypress Parkway Project [BW-24-202]. This request includes a base authorization amount of \$620,500 plus a \$100,000 contingency for a total not-to-exceed authorization of \$720,500. Staff requests authorization for the CEO/Executive Director to execute any such documents as necessary to contract the Pipe bursting Replacement of the Marigold 14-inch Wastewater Force Main at Cypress Parkway Project [BW-24-202] with Murphy Pipeline Contractors. Staff further requests authorization for the CEO/Executive Director to execute any such documents as necessary to expend any contingency provided that the total contract and contingency expenditures remain within the total not-to exceed limit approved by the Board. (Cost: This Total Cost for Design & Construction Scope of Services of \$620,500 plus a Contingency of \$100,000 for a Total Request of \$720,500.) (G. Eversole)

- 7R. **APPROVAL OF A \$1,183,876 ADDITIONAL DESIGN SCOPE OF SERVICES AND ADDENDUM 3 WITH HAZEN AND SAWYER FOR THE WATER TREATMENT PLANT #4 UPGRADE AND IMPROVEMENT PROJECT. THE REQUEST INCREASES THE TOTAL BOARD AUTHORIZATION FROM \$3,434,695 to \$4,618,571.**

Staff requests approval of this addendum to increase the total not-to-exceed authorization to \$4,618,571. The existing approved Board authorization is \$3,434,695. Staff further requests authorization for the CEO/Executive Director to execute any such documents as are necessary to expend any



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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 Request for an Additional Design fee of \$1,183,876 and the previously approved Design fee of \$3,134,695 with Contingency of \$300,000 making a Total Previously Approved cost of \$3,434,695 making a Total Project Funding of \$4,618,571.) (T. Pang)

**7S. APPROVAL OF A \$2,050,639.80 LOW BID CONSTRUCTION CONTRACT WITH MIDSOUTH, INC. AND A \$205,000 CONSTRUCTION CONTINGENCY FOR THE 16-INCH CHAMPIONS GATE FORCE MAIN AND GRAVITY SEWER REPLACEMENT PROJECT FOR A TOTAL FUNDING REQUEST OF \$2,255,639.80.**

Staff requests approval of the construction contract and contingency with a total not-to-exceed authorization of \$2,255,639.80 which includes the low bid amount of \$2,050,639.80 plus a \$205,000 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: Total Bid cost of \$2,050,639.80 plus a Contingency of \$205,000.00 for a Total Cost of \$2,255,639.80) (P. Talavera)

**7T. APPROVAL OF A SECOND, ONE YEAR RENEWAL OF PROSOURCE TECHNOLOGIES, LLC AND ATWELL LLC CONSULTANT AGREEMENTS FOR REAL ESTATE ACQUISITION SERVICES. (RFQu-22-081). THE BOARD IS ALSO REQUESTED TO APPROVE \$2,220,000 NOT-TO-EXCEED FUNDING, THE PROJECTED EXPENDITURE THROUGH FISCAL YEAR 2025. THE REQUEST INCREASES THE TOTAL NOT-TO-EXCEED AUTHORIZATION TO \$3,740,000.**

The existing approved Board authorization is \$1,520,000. Staff requests approval of one-year agreement renewals with the two firms and \$2,220,000 funding based on this request to increase the total not-to-exceed authorization to \$3,740,000. Staff further requests authorization for the CEO/Executive Director to execute any such documents as are necessary to expend the approved funding provided that the total expenditures remain within the total not-to-exceed limit approved by the Board. (Cost: This Request of \$2,220,000 plus the Previously Approved \$1,520,000 for a Total Request of \$3,740,000) (M. Hewitt)

**7U. APPROVAL TO EXECUTE A \$806,488.43 ADDENDUM WITH PURE TECHNOLOGIES (RFP-21-02) FOR THE CONDITION ASSESSMENT OF FORCE MAINS FLOWING TO SANDHILL ROAD WATER RECLAMATION FACILITY SERVICE AREA. THE ADDENDUM WILL BE PARTIALLY FUNDED BY AVAILABLE CONTINGENCY \$28,253 THE ADDITIONAL BOARD AUTHORIZATION REQUEST IS \$778,235.43 INCREASING THE TOTAL AUTHORIZATION TO \$2,278,235.43.**

The existing approved Board authorization is \$1,500,000. Staff requests approval of this addendum to increase the total not-to-exceed authorization to



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\$2,278,235.43, based upon this addendum of \$806,488.43 less the available contingency of \$28,253 (\$778,235.43). 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: This request of Board Authorized \$1,500,000.00 less Previously Contracted amount of \$1,471,747.00 leaving the Available Contingency of \$28,253.00. This addendum of \$806,488.43 less the available contingency of \$28,253.00 making a Total this request of \$778,235.43. Previous and this request totaling \$2,278,235.43.) (T. Noyes)

**Motion to approve Consent Agenda items, excluding 7F which would be considered under separate vote, made by Vice Chair Ketchum. Motion was seconded by Supervisor Lizasuain. Motion passed 6-0.**

**CEO Swingle advised the Board that item 7F now included a Resolution Utility Agreement, which had been received as part of FDOT's new process and required signature by the Board Chairman. CEO Swingle requested the Board's approval for including the Resolution and authorizing the Chairman to sign.**

**Motion to approve Consent Agenda item 7F under separate vote, made by Secretary White. Motion was seconded by Supervisor Askew. Motion passed 6-0.**

**8. Informational presentations:**

**8A. QUARTERLY INVESTMENT REPORT BY PFM GROUP – QUARTER ENDING JUNE 30, 2024**

For information only. No action required by the Board. (Cost: None)  
(R. Henderson)

Leslie Weber from PFM Group shared Toho's Quarterly Financial Portfolio 2<sup>nd</sup> quarter 2024 update. No questions were raised by the Board.

**8B. FY2024 COMMUNITY SPONSORSHIPS REQUESTS AND RECOMMENDATIONS**

Direction about Board priorities prior to the recommendation presentation at the September Board meeting. (Cost: \$170,000 budgeted) (J. Floer)

Jeremy Lanier's presentation began sharing how the Toho Team allocates sponsorship funds to our community. This year, our team has added a Sponsorship workshop and a One-on-One coaching to assist those that may need further assistance submitting applications. Last year's Rubric and scoring was also shared as last year Toho provided



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\$172,225 in sponsorships and this year have received sponsorship applications totaling \$494,150. Board Members recommend including a section on the application that asks if the nonprofit has received funds from any other government agencies. Some of the nonprofits come to rely on this funding each year and may need education on how to be self-sustaining, we want to help them get on their feet but not having them rely on the funds long term.

CEO Swingle asked the Board for guidance for both long- and short-term direction on how to move forward. Long term, we want to bring value back to the community and the organization. CEO Swingle will provide the Board with a list of funds allocated, separating the funds showing brand identification (memberships) verses sponsorship donations. Short term, this year we will follow the same process and consider extracting those that are brand awareness or memberships.

8C. **KEY PERFORMANCE INDICATORS (KPIs); Current Performance**

For information only. No action required by the Board. (Cost: None) (G. Henry)

Gwen Henry, Operations Performance Supervisor and Strategic Plan Lead for Toho's Key Performance Indicators, recapped from last year's KPIs. The focus going forward is how to measure the performance of KPIs and how to generate triggers to capture any action needed. The Board appreciated the presentation and it was confirmed the next update would be in December.

Heather Havey, Chief Customer Experience Officer, briefly mentioned how the customer experience the team are very focused on providing excellent customer services which the KPIs measure. Events leading to peaks in customer calls included the AMI/metering infrastructure issue with related supplier concerns. At the end of last year, Toho managed to get that resolved and by February 2023 the focus was on billing issues and as the MTUs were being replaced, the customer calls fell. A great deal of delinquent accounts facing cut off were affected by the overall process of our MTU replacements, but the team are replacing the MTUs at a great rate. Heather Havey detailed the service center, business center and contact center teams and their focuses, with a view to enhancing email and website interactions for our customers, which will also reduce the call volume. Commissioner Stellfox asked if the system could detect if there is no usage, which they did and could identify that a reading missing will generate a billing error, which means a manual read is necessary and often caused the customer to call.

9. **Unfinished business: None**

10. **New business: None**



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**11. Staff reports:**

**11A. WATER CONSERVATION 3RD QTR FISCAL YEAR 2024**

For information only. No action required by the Board (Cost: None)  
(R. Tilley)

**11B. INFRASTRUCTURE EMERGENCY REPAIR STATUS**

Information only. No action is required by the Board. (Cost: None) (R. Pelham)

**11C. TOHO ASSISTANCE PROGRAM (TAP) FY24 3rd QUARTER UPDATE**

Information only. No action is required by the Board. (Cost: None) (H. Havey)

**12. Comments:**

**Board Officials** – No comments.

**Executive Director** — WIFIA Press event, appreciate the staff that put that together and the teams to work to get that closed. CEO Swingle thanked Board Secretary Tom White for attending, with Congressman Darren Soto on the panel.

**General Counsel** – No comment.

**13. Upcoming Events:**

Labor Day	9/2/2024
Guardian Ad Litem Foundation Black & White Gala	9/7/2024
Grandparents Day	9/8/2024
Patriot Day	9/11/2024

**14. Adjournment:**

There being no further business to come before the Board, the Toho Board of Supervisors Regular Meeting was adjourned at 6.13pm by Chairman Thacker

**15. Operating Budget Workshop** - Called to order at 6.21pm by Chairman Thacker.

CEO Swingle presented the Operating Budget for FY 2025, reviewing rate assumptions, with the annual budget summary including the prior year summary for comparison. Following a detailed presentation, CEO Swingle proposed that with the Board's guidance, any adjustments would be discussed at the September Regular Board Meeting. A mid-year update was also proposed, should the Board require it.

There being no further business to come before the Board, the meeting was adjourned at 7.06pm by Chairman Thacker.



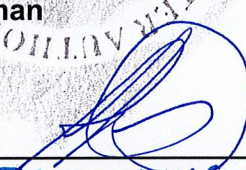
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Approved:

  
Henry Thacker, Chairman

Attest:

  
~~Tom White, Secretary~~

RACHEANNE KETCHUM  
VICE-CHAIR