



CITY OF
MARATHON, FLORIDA

9805 Overseas Highway, Marathon, FL 33050
Phone (305) 743-0033 | www.ci.marathon.fl.us

November 15, 2022

Marathon City Council,

Re: Utilities Department Activities and Responsibilities

The Utilities Department operates and maintains 5 wastewater treatment facilities, 4 vacuum sewage collection stations, 174 lift stations (including grinder pump stations), 1,750 vacuum sewage collection pits, 87 vacuum buffer tanks. We are also responsible for the upkeep and operations for 28.3 miles of vacuum mains, 10.5 miles of sewer force mains, and 2 miles of gravity sewer main.

Our Mission:

- the mission of the Marathon Utilities Department to provide outstanding customer service and protect the environment in the Heart of the Florida Keys while continually striving for quality improvement.

Our Focus:

- The Department focuses its efforts on responding rapidly to sewer emergencies, providing the best customer service, and achieving consistent outstanding wastewater and storm water treatment while minimizing costs.

Our Objectives:

- Provide unprecedented customer service through prompt and accurate responses to emergencies, service requests, and all customer inquiries.
- Develop and maintain a collection system that provides our customers with worry free service cost effectively, now and into the future.
- Expansion of existing infrastructure to ensure adequate capacities are in place for future development for years to come.
- Provide consistent, efficient, and cost-effective wastewater and storm water treatment that meets or exceeds all FDEP requirements.

Our Core Values:

- To Our Customers: We owe the residents of Marathon the highest quality of service possible, characterized by responsiveness, integrity, and professionalism.
- To the Utility Department: We owe the Marathon Utility Department our full commitment and dedication. We will always look past the basic scope of our individual job duties to promote teamwork and overall organizational effectiveness.
- To Each Other: We owe each other a working environment characterized by trust and respect for each other, fostering open and honest communication at all levels.
- To Ourselves: We owe ourselves personal and professional growth. We will seek new knowledge, overcome new obstacles, and strive for continuous improvement.