

TOWN OF HILLSDALE

IMPROVEMENTS WORKSHEET

Key Management Area: INFRASTRUCTURE STABILITY

<p>Why was this management area ranked 'low achievement'?</p>	<ul style="list-style-type: none"> • Incomplete inventory of system components (assets) to include current condition assessment, expected useful life, consequence of failure assessment, present and future replacement costs • Insufficient operation and maintenance (O&M) funding • Insufficient capital improvement plan (CIP) • Insufficient reserve fund • Insufficient Town Board education and oversight • Insufficient customer education and outreach • Reactive rather than proactive maintenance strategy • Insufficient O&M plan • Insufficient standard operating procedures (SOP)
<p>What will constitute 'high achievement' in this management area?</p>	<ul style="list-style-type: none"> • Complete the asset inventory and include current condition assessment, expected useful life, consequence of failure assessment, present and future replacement costs (also addressed in Financial Viability Improvements Worksheet) • Develop and implement an asset management plan (AMP) that includes: <ol style="list-style-type: none"> 1. O&M funding 2. CIP's 3. Reserve funding <p>(also addressed in Financial Viability Improvements Worksheet)</p> <ul style="list-style-type: none"> • Developing customer code of ethics and other outreach material (also addressed in Stakeholder Understanding and Support Improvements Worksheet) • Review/update/develop O&M plan and SOP's
<p>What are the causes of your achievement gap?</p>	<ul style="list-style-type: none"> • Insufficient understanding of what it takes to own, manage, and operate the wastewater infrastructure • Insufficient customer education and outreach • Miscommunication (or lack of communication) between outgoing and incoming administrations • Expense of operations, diagnostic and training service contract led to it not being renewed when it expired • Insufficient funding of the wastewater infrastructure

<p>What are the causes of your achievement gap (cont.)?</p>	<ul style="list-style-type: none"> • Insufficient time for present staff to take on additional tasks
<p>What changes will the utility need to make to improve performance?</p>	<ul style="list-style-type: none"> • Better educate current and future Town Board members, as well as the public, on the importance of proper utility management and funding (also addressed in Stakeholder Understanding and Support Improvements worksheet) • Dedicate staff as well as time for the staff to address identified issues (consider using volunteers) • Continue with occasional (quarterly/semi-annually) Wastewater Sustainability Committee meetings
<p>What will be the biggest challenges to performance improvement?</p>	<ul style="list-style-type: none"> • Gaining public and Town Board support for the improvement activities • Dedicating staff and time toward improvement activities • Adequately and affordably funding improvements
<p>Who will need to be involved for these changes to take place?</p>	<ul style="list-style-type: none"> • WWTP operators • Wastewater Sustainability Committee members • Town Supervisor and Board members • Town Clerk • New York Rural Water Association (NYRWA) • Town Code Officer • Planning Board • Zoning Board
<p>How could you track your performance progress?</p>	<ul style="list-style-type: none"> • Develop a System Management Improvement Plan and track goals and milestone dates met/revised • Updates included in the operator’s monthly report to the Board • Reports from the Zoning Board • Reports from the Code Enforcement Officer
<p>Are there resources that you are aware of that support improving performance in this management area?</p>	<ul style="list-style-type: none"> • Association of Towns • United States Environmental Protection Agency (USEPA) • United States Department of Agriculture – Rural Development (USDA – RD) • NYRWA • National Rural Water Association (NRWA) • NRWA Utility Management Certification Study Guide • Water Environment Federation/New York Water Environment Association (WEF/NYWEA) • Resource listing in Appendix III of the Rural and Small Systems Guidebook to Sustainable Utility Management • Hudson River Watershed Alliance • Columbia County Conservation Advisory Council