

---

# Authorities Budget Office Policy Guidance



---

## Authority Mission Statement and Performance Measurements

### **Name of Public Authority:**

Livingston County Water and Sewer Authority

### **Public Authority's Mission Statement:**

The LCWSA mission is to provide high quality, environmentally sound, efficient, reliable, and affordable water and sewer services to the people who live, work and visit Livingston County.

### **Date Adopted:**

July 23, 2003

### **List of Performance Goals/ Measures:**

- High Quality Water Supply
  - Meeting Department of Health and EPA Quality requirements. – The LCWSA is working on TTHM and HAA issues with water suppliers. In 2015 the LCWSA was able to move to compliance with the EPA regulations.
- Environmental sound sewage treatment
  - Meeting SPDES permit requirements – Yes
  - Final report submitted to NYSDEC on stream evaluation.
  - Final permit(SPDES) requirements should be established in 2016.
- Efficient provision of Services
  - Continue predictive and preventative maintenance plans.
  - Continue to upgrade equipment and facilities to provide energy efficiency.
    - Lighting at the Lakeville treatment plant upgraded to LED lighting.
    - Contract signed with Solar City to develop a solar array.
- Reliable & Environmentally sustainable sewer and water service
  - Implement Engineering study of the sewer collection system to determine inflow areas and implement an internal plumbing inspection program to try to prevent sewer overflows.
  - Implementing wet weather plans.
  - Provision of undisturbed water service.
  - Maintain and upgrade facilities on an ongoing basis, such as water tank inspection program.
- Affordable provision of water and sewer service.
  - The Board reviews the rates and fees at least annually to cover all expenses of the Authority at the lowest rate possible.
- High quality customer service.
  - Ease of customer contact to office personnel with the knowledge to direct the customer to the proper department

- Answer all customer queries with timeliness, competence and respect.
- Review procedures in place to provide for efficient dispatch to resolve customer problems/issues
- Effective inter-departmental communications via review of workflow.
- Providing employees with the tools, training & communication needed to perform their jobs to the best of their ability
- Timely operational customer services such as turn on's and turn off's
- Working with customer on new services and developments
- Educating customers on sewer and water services available and the rules and regulations that dictate procedures.
- Reliable reporting for measuring the level of success & stability of the above goals.
- Meeting reporting rules, requirements, and recommendations of the following
  - NYS Authority Board Office
  - GASB/FASB accounting rules
  - NYSDEC
  - NYSDOH
  - USEPA
  - NYSESD (MWBE)
- Assessment of operating & financial measurement reports on a regular basis by the Board & senior staff to ascertain whether goals are being met.

**Additional questions:**

1. Have the board members acknowledged that they have read and understood the mission of the public authority?  
Yes
2. Who has the power to appoint the management of the public authority?  
*The Authority Board has the power to appoint management of the Authority, in conjunction with the County and civil service.*
3. If the Board appoints management, do you have a policy you follow when appointing the management of the public authority? *No policy, except civil service rules.*
4. Briefly describe the role of the Board and the role of management in the implementation of the mission.  
*Management brings forward ideas related to the goal to the Board  
The Board brings their expertise and applies it to the ideas.  
Management implements the ideas.  
The Board also brings ideas forward and management implements ideas.*
5. Has the Board acknowledged that they have read and understood the responses to each of these questions?  
Yes