



# Roles and Responsibilities

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# Session Overview

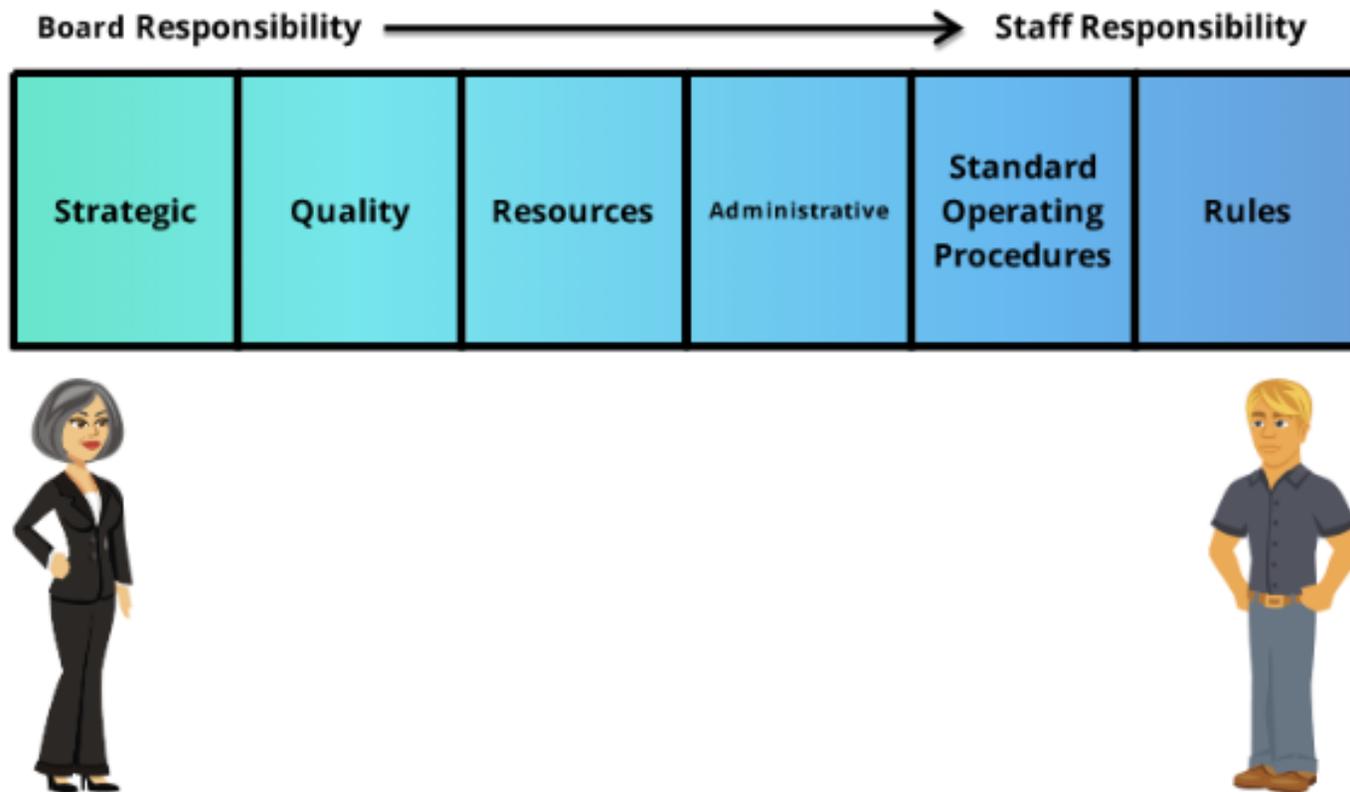
- Common components of a water system and their importance
- What is the role of decision-makers, and what is the role of staff?



# Difference Between Staff and Decision-Maker Roles and Responsibilities

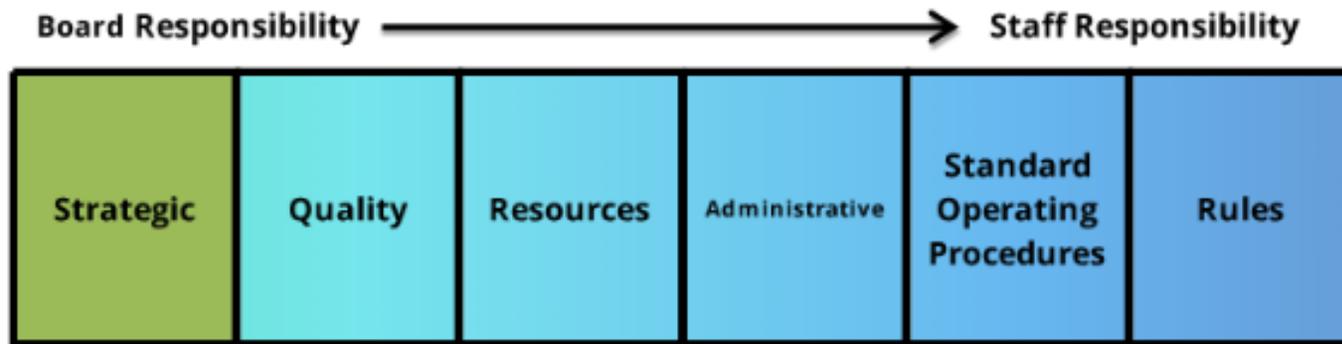


## Difference Between Board and Staff Roles and Responsibilities





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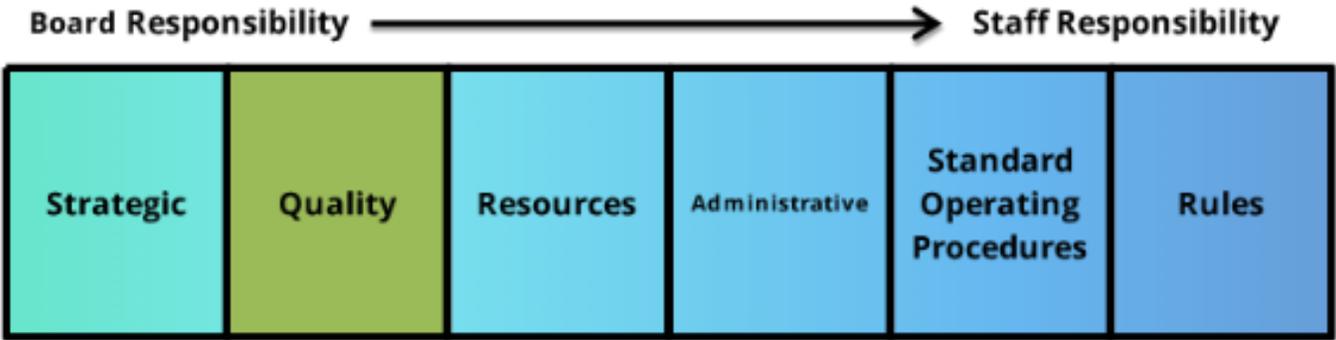


Decisions affecting long-term priorities such as mission, institutional direction, values, priorities, and principles.





# Difference Between Board and Staff Roles and Responsibilities

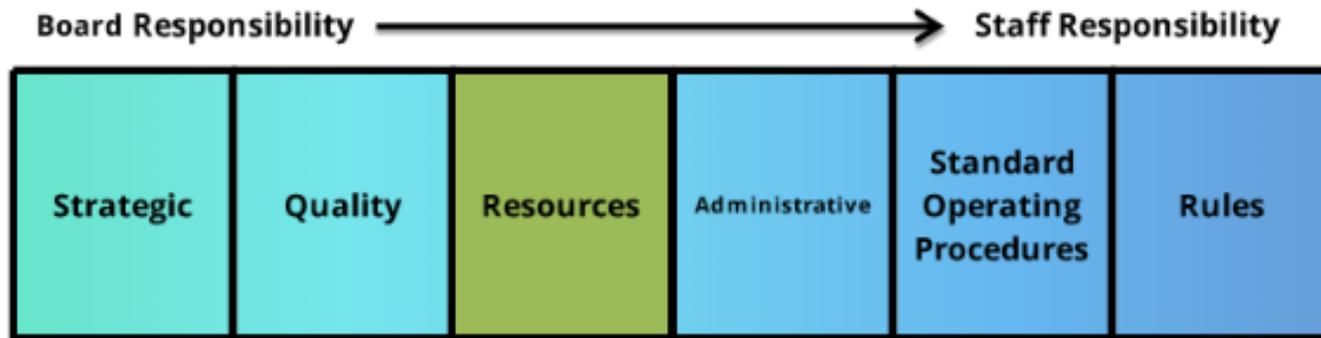


Decisions affecting who are the organization's primary clientele, types of services, and the relationship of programs and departments to overall mission





## Difference Between Board and Staff Roles and Responsibilities

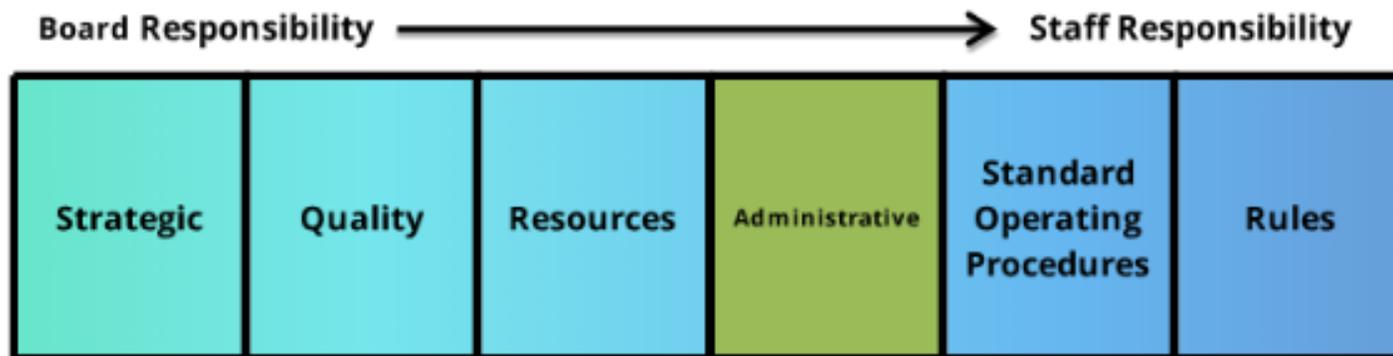


Decisions affecting planning, budgeting, financing, marketing, and personnel. Budget approval process, setting rates and fees





## Difference Between Board and Staff Roles and Responsibilities

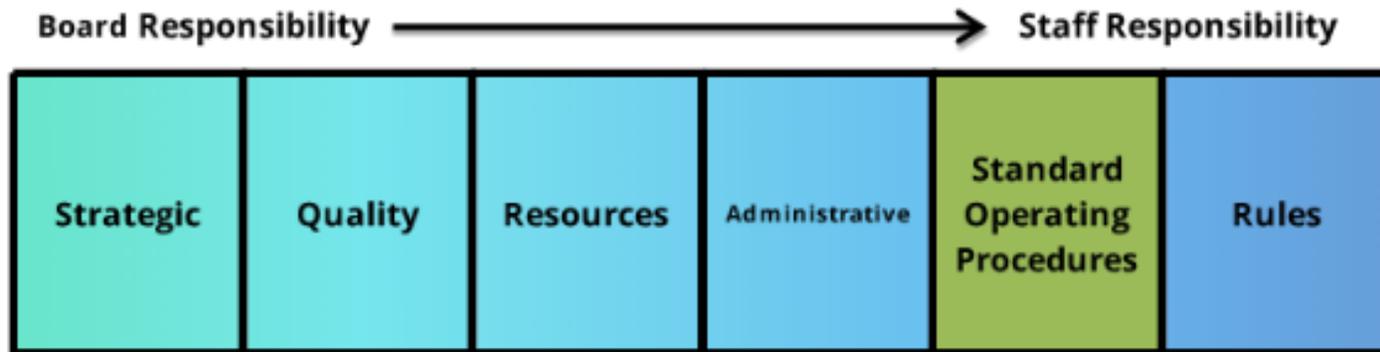


Decisions about day to day practices, participation in community activities, selection of contractors, inter-local agreements





## Difference Between Board and Staff Roles and Responsibilities

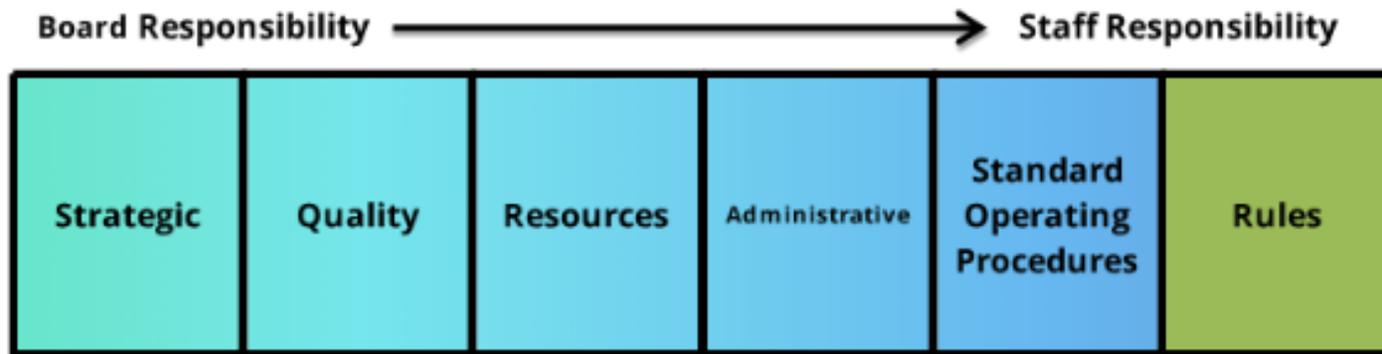


Decisions affecting procedures used to handle routine transactions and normal form, process, method, and application of policies





## Difference Between Board and Staff Roles and Responsibilities



Decisions and regulations that guide or prescribe everyday conduct (parking, smoking areas, dress, etc.)





# Small Group Exercise

- Get in groups of 3-4, go through the different categories of “issues” for water systems
- Assign the responsibility to the spectrum!
- Think about WHY and be prepared to report out!



# Water Supply

1

Setting goals for water supply that balance community growth with fiscal responsibility and water supply availability.

2

Supplying information about options for meeting water supply

3

Evaluating options for meeting water supply, including regionalization



**Board Responsibility**



**Staff Responsibility**





# Our Recommendation

## Water Supply



Board Responsibility



Staff Responsibility



1

3

2



# Compliance with Drinking Water Standards

**1**

Planning for future drinking water sources and changes in levels of treatment

**2**

Making changes to treatment processes when source water changes to meet regulations

**3**

Setting goals for meeting future drinking water needs



**Board Responsibility**



**Staff Responsibility**

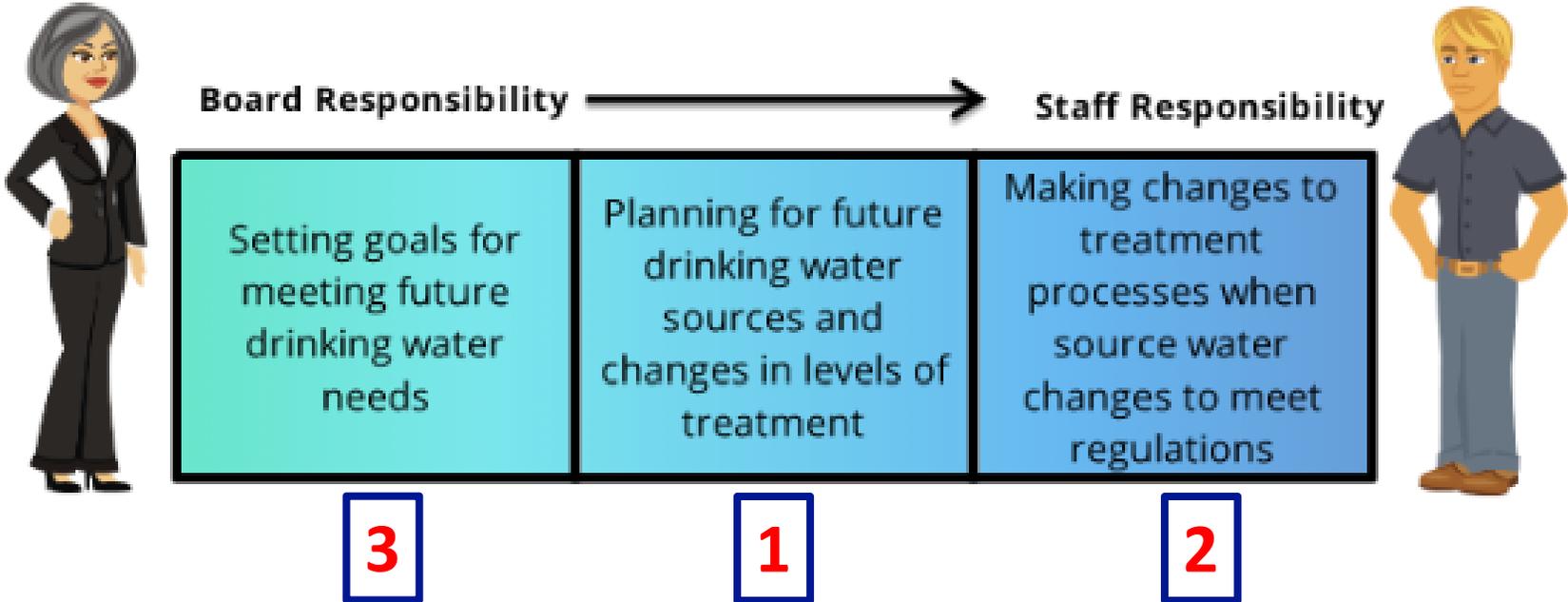


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# Our Recommendation

## Compliance with Drinking Water Standards





# Water Quality and Fire Flow

1

Establish roles and responsibilities of the fire department and utility

2

Understand the additional cost requirements of operating a water system to provide fire protection

3

Establish and monitor a regular hydrant flushing program



Board Responsibility



Staff Responsibility

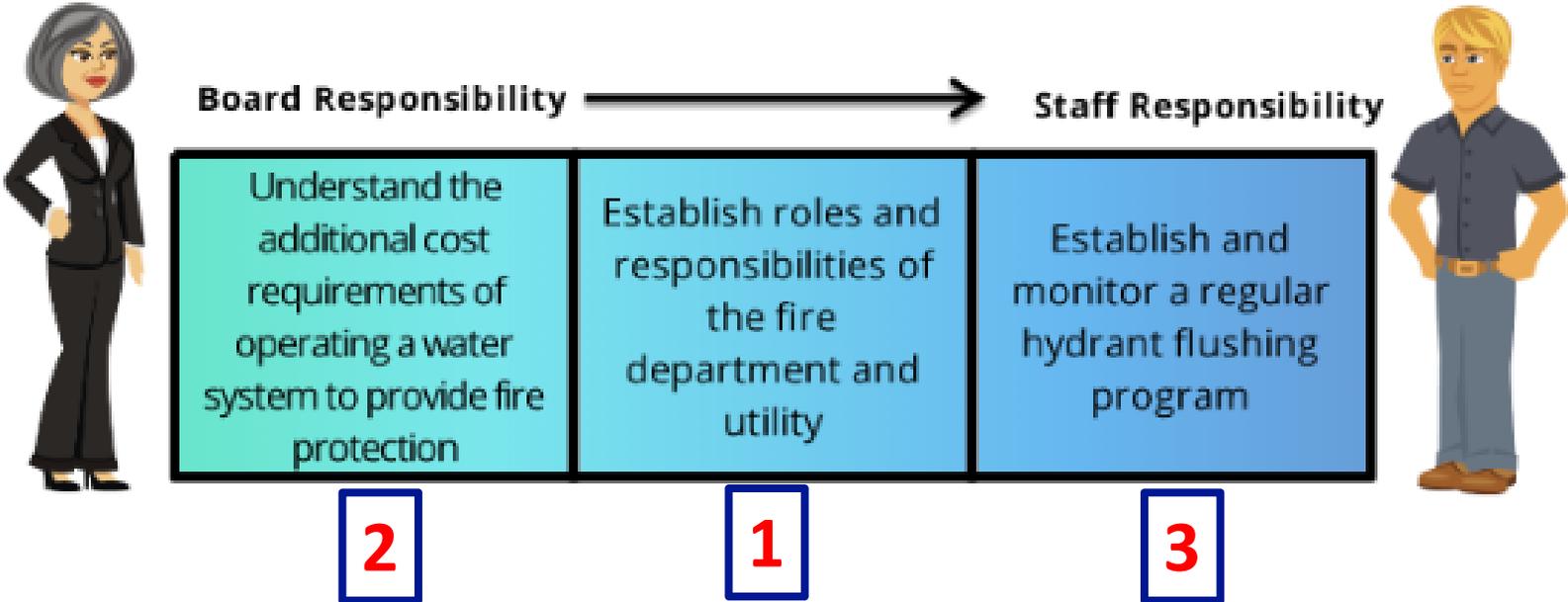


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# Our Recommendation

## Water Quality and Fire Flow





## Strategic Planning (Capital Planning)

1

Periodic reporting  
on strategic plan  
metrics

2

Identifying goals  
that when met will  
achieve the vision

3

Spelling out the  
vision for the plan



Board Responsibility



Staff Responsibility

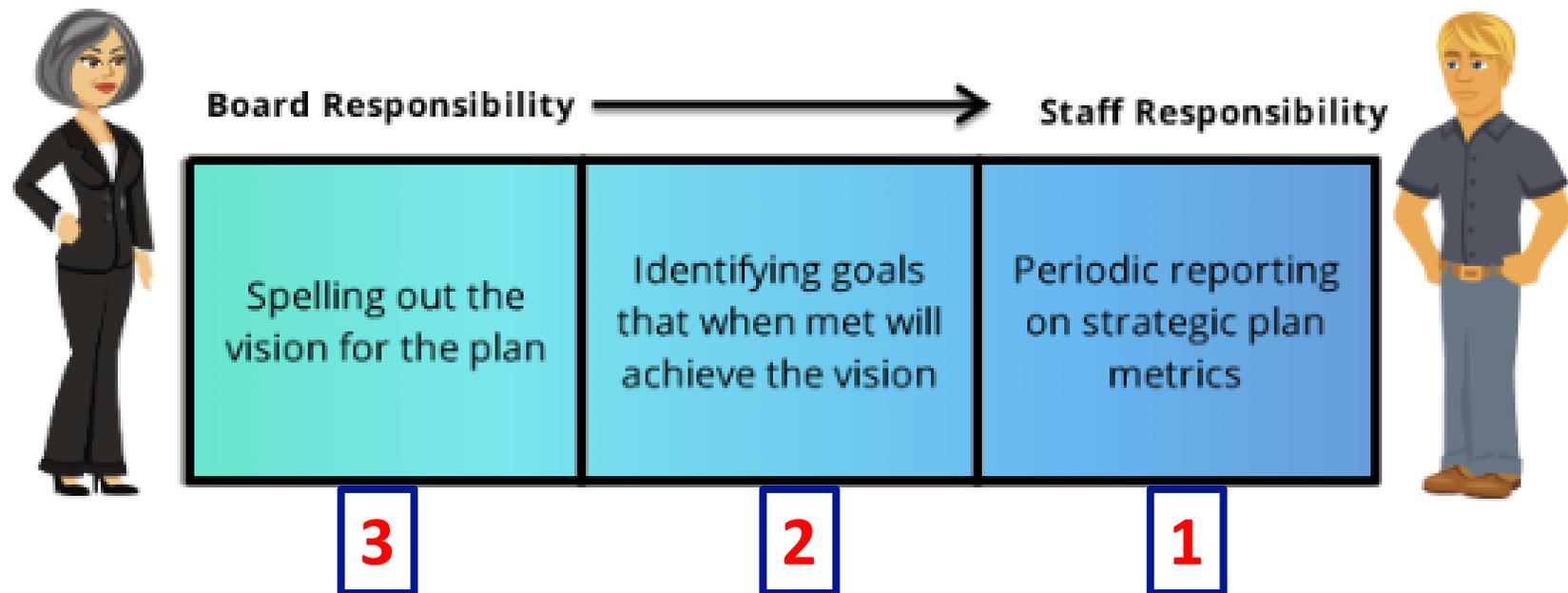


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# Our Recommendation

## Strategic Planning (Capital Planning)





# Human Resources

1

Determining personnel budget and pay levels for individual employees

2

Setting performance goals for individual employees

3

Setting goals for staff recruitment and retention



Board Responsibility



Staff Responsibility

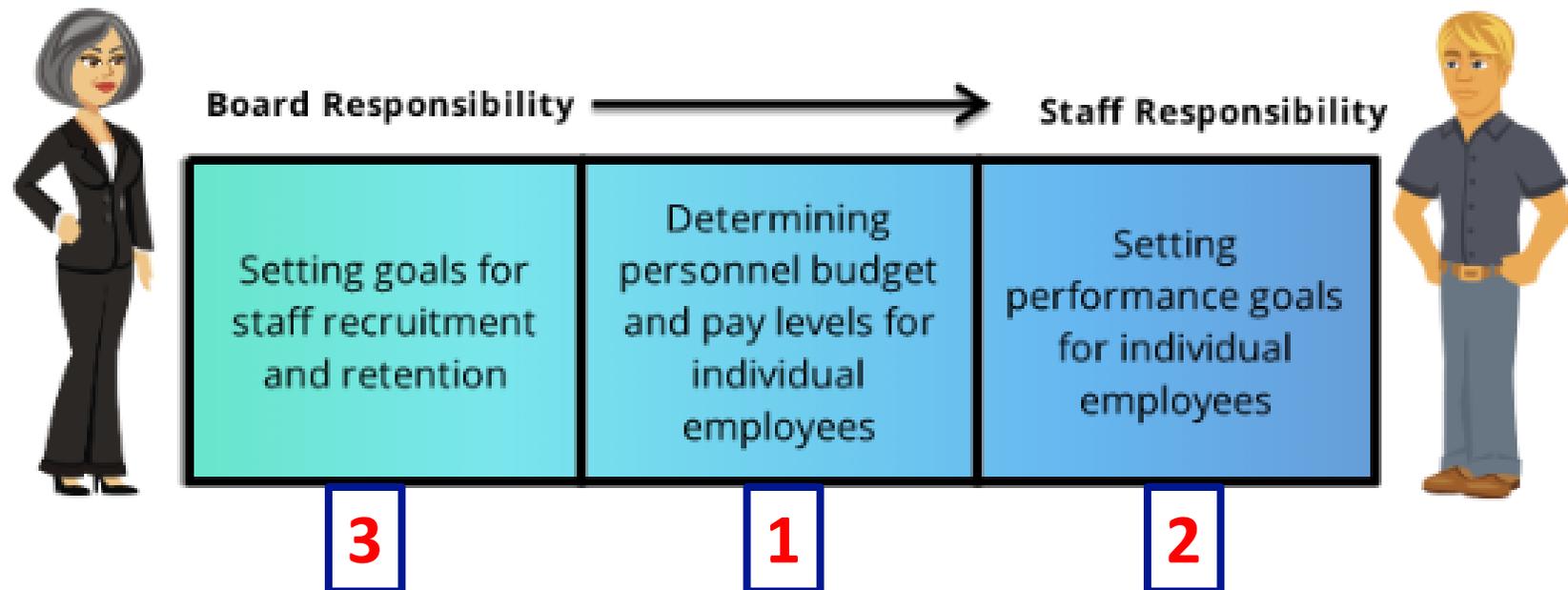


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# Our Recommendation

## Human Resources





## Public Relations

1

Description of a new customer program to the public

2

Setting a tone for utility communications with the public

3

Representing utility in a crises situation or in launch of a new program



Board Responsibility



Staff Responsibility

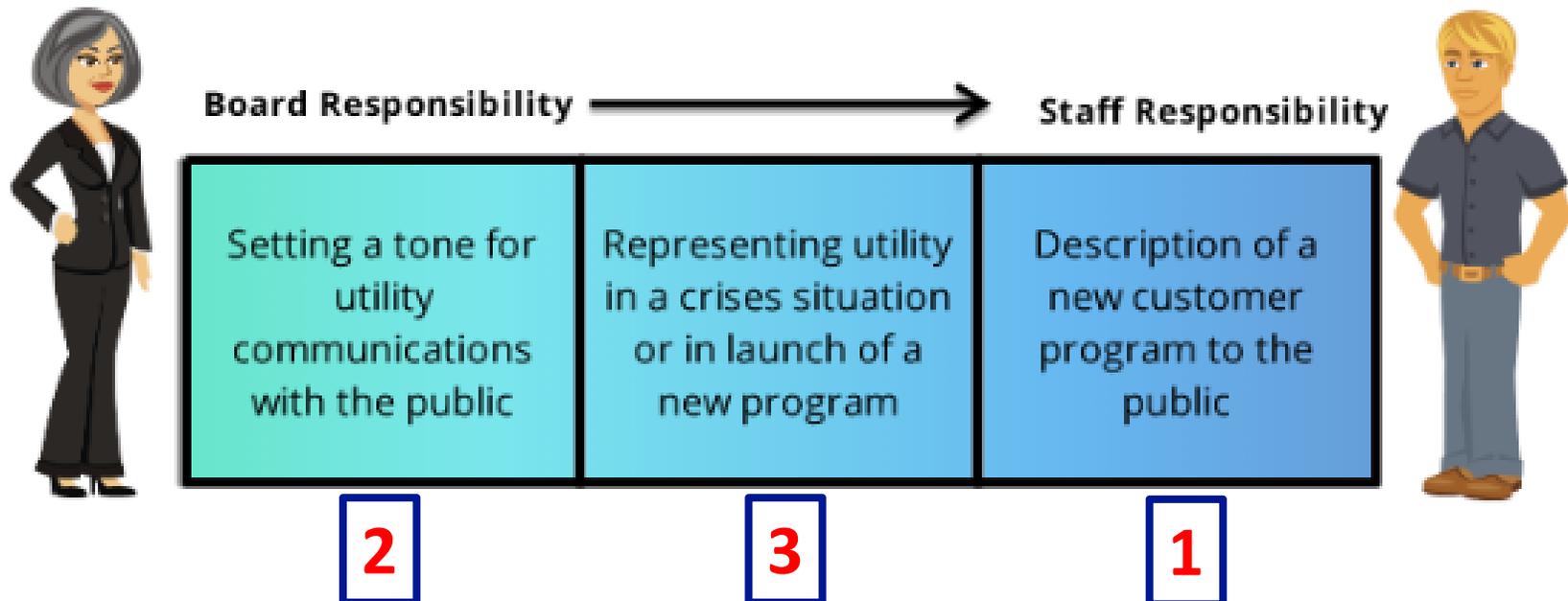


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# Our Recommendation

## Public Relations





# Financial Management/Collections

**1**

Mobilizing staff to cut-off delinquent customer's water

**2**

Enforcing policy for delinquent payment cut-offs

**3**

Setting policy for delinquent payment cut-offs



**Board Responsibility**



**Staff Responsibility**



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# Our Recommendation

## Financial Management/Collections

