

Hudson Water Resources

Performance Management Overview 2015

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Hudson Water Resources Mission

- **To serve the residents of Hudson with the highest quality, and most reliable water supply while providing superior customer service in the most efficient and cost effective means possible.**

Scope of Operations

- **Provide outstanding customer service**
- **Successfully supply water to the citizens.**
- **Operate, maintain and continually improve the water plant and distribution system.**
- **Coordinate capital improvement budget and the operations budget with City administration and City Council.**

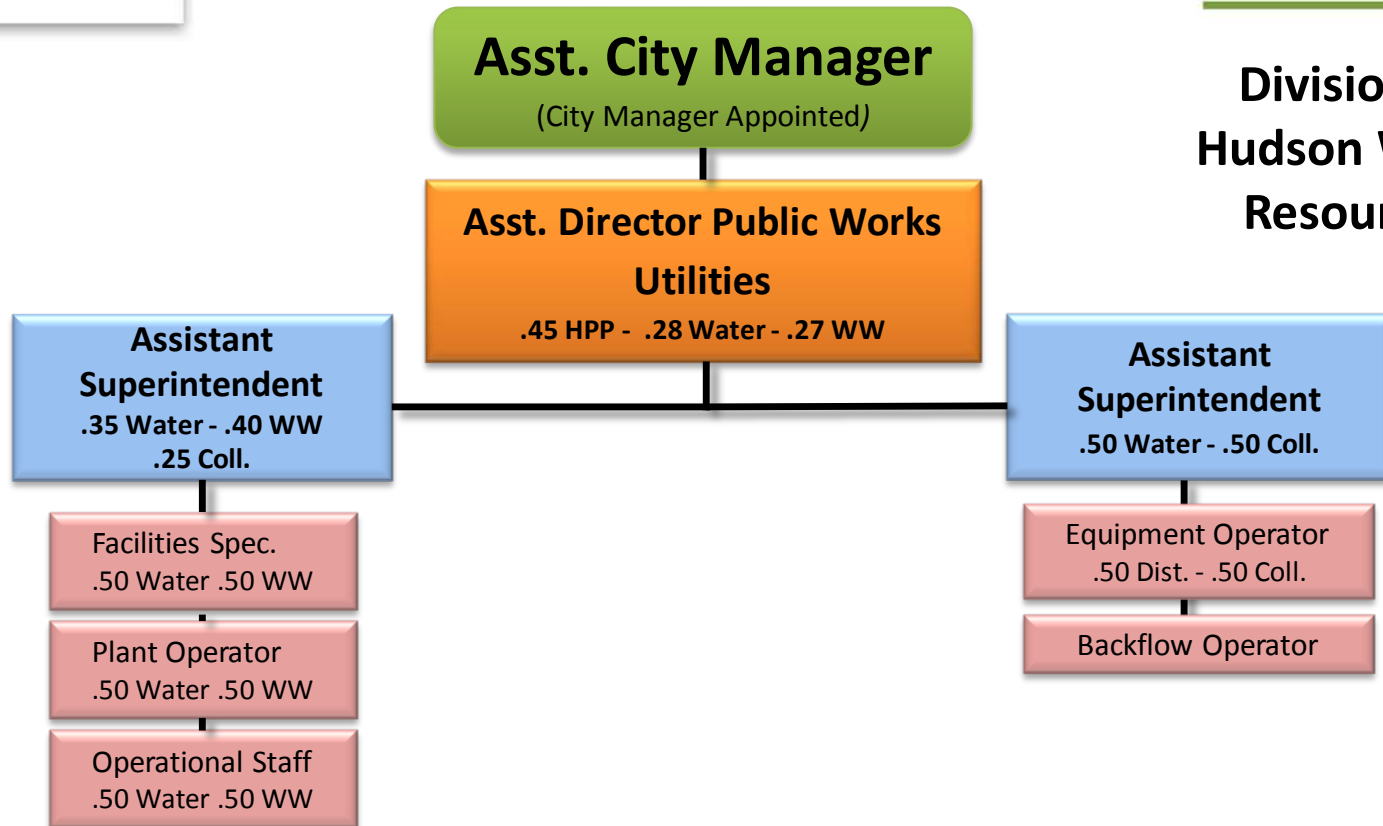
Scope of Operations (continued)

- **Reduce costs and water service disruptions by utilizing continuous improvements through the latest industry technologies.**
- **Supervise department projects and monitor budgets throughout the process.**
- **Coordinate projects with other entities.**

Use of Resources

- **Current staffing levels**
 - 1 – Asst. Director of Public Works**
 - 2 – Asst. Superintendent**
 - 1 – Facilities Specialist**
 - 2 – Plant Operators**
 - 2 – Equipment Operators**
 - 1 – Backflow Operator**
 - 1 – Operational Staff**

Division of Hudson Water Resources



Use of Resources –

- **Water Line Replacement and Repairs**
- **General Distribution System Maintenance**
- **Testing, Monitoring and Reporting Water Quality**
- **AMR Program**
- **Water Plant and Well Maintenance**
- **Fire Hydrant Maintenance**

Goals and Objectives

- **Hudson Water Resources Division Goals**
 - **Staffing**
 - Seek out and retain high quality staff
 - Continue using staff efficiently and effectively
 - Continued succession planning through training opportunities
 - **Investigate new technology and procedures**
 - Web based monitoring for remote sites
 - Filter and softener media
 - Efficient pumping controls
 - Hydrant flushing technologies and methods
 - Program outsourcing
 - Improve asset management and identification
 - Work Order Management

Goals and Objectives

- **Hudson Water Resources Division Goals (Continued)**
 - **New State, Federal regulations and staff training**
 - **Staff training: (E.P.A. Regulations)**
 - » **Comply with water quality standards**
 - » **Monitor future changes to E.P.A. Regulations**
 - » **Prepare for implementation of Brine Well**
 - » **Safety and operational training for staff**

Performance Measures

- **Benchmarking operations with AWWA and 10 State Standards**
- **Compliance with E.P.A. Regulations**
- **Monitor established budget targets (Capital & Operating)**
- **Maintain deadline driven projects**
- **Quality Control reviews**
- **Network with other communities to determine best practices and industry trends**