
Authorities Budget Office Policy Guidance



Authority Mission Statement and Performance Measurements Report - 2017

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

Performance Measurements Review:

- **High Quality Water Supply**
 - Meeting Department of Health and EPA Quality requirements
- **Environmental sound sewage treatment**
 - Meeting SPDES permit requirements
- **Efficient provision of Services**
 - Continue predictive and preventative maintenance plans.
 - Continue to upgrade equipment and facilities to provide energy efficiency.
- **Reliable & Environmentally sustainable sewer and water service**
 - 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 Budget 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.**